

Report on the 2007
King County Health Reform Initiative
Employee Survey

December 20, 2007

Prepared for:
King County Health Reform Initiative

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Report on the 2007 King County Health Reform Initiative Employee Survey

Executive Summary

December 20, 2007

As part of the evaluation of the King County Health Reform Initiative (KCHRI), King County employees were surveyed during September and October 2007, just over a year after the first KCHRI employee survey. The 2007 survey was designed to assess employees' opinions of and experiences with the KCHRI, including opinions and experiences with KCHRI-related communications. A total of 439 employees participated in the survey, which was conducted online and through interoffice mail.

Key Findings and Conclusions

Employees' Opinions of the KCHRI

- Fifty-eight percent of employees agree or strongly agree that the KCHRI is “headed in the right direction to improve personal health and health care costs.”
- Fifty-two percent of the employees said that participating in an individual action plan “definitely” or “probably” helped them “build or maintain healthy habits.” This (52%) is lower than in 2006.
- Fifty-two percent of the employees “agree” or “strongly agree” that, “My workgroup participates in the Healthy Workplace Funding Initiative,” and 48 percent “agree” or “strongly agree” that, “My supervisor supports employees in improving health and maintaining healthy behaviors.” Agreement with the statement, “My supervisor supports employees in improving health and maintaining healthy behaviors” declined significantly between 2006 and 2007.
- Over forty percent of employees agree or strongly agree that the KCHRI helps them “reduce personal health risks and maintain healthy behaviors,” and that “it is easier to reduce “personal health risks now than it was a year ago.”
- Close to 40 percent of employees rated their satisfaction with components of the KCHRI (Initiative overall, Wellness Programs, and Healthy Incentives) and with information about ways to reduce personal health risks and maintain health behaviors that is provided by the KCHRI either a 4 or a 5 on a five-point scale where 5 means, “extremely satisfied.” One fourth of the employees said that they were “not at all satisfied” with Healthy Incentives, but this is substantially higher than the employees who were “not at all satisfied” with the Initiative overall, Wellness Programs, and information provided by the KCHRI (9% to 13%).

Survey results suggest that employees think that the KCHRI is heading in the right direction and that the KCHRI has had positive impacts on many of them. However, there is room for improvement. The KCHRI should champion these positive findings. At the same time, the KCHRI may want to consider developing strategies to increase participation in the Healthy Workplace Funding Initiative, encourage supervisor support for KCHRI, and increase employees' satisfaction with the KCHRI.

Employee Communications

- The sources of information about ways to reduce personal health risks and maintain healthy behaviors that employees rated most useful were (1) the *Health Matters* newsletter and (2) global email messages about the Health Reform Initiative.
- The ways of receiving information about the KCHRI that employees rated most effective were (1) US Mail to home and (2) email at work.

The KCHRI should continue to invest in the *Health Matters* newsletter and global email messages when communicating information about the KCHRI and ways to reduce personal health risks and maintain healthy behaviors.

- All sources of information and ways of receiving information about the KCHRI were rated “extremely useful” or “extremely effective” by some, and “not at all useful” or “not at all effective” by others.
- Employees who do not have Internet access at work rated bulletin boards at work as significantly more effective as a way to receive information about the KCHRI than did employees with Internet access.
- Between 35 and 50 percent of the employees said that “video presentations streamed on the Internet to view on your PC,” “video presentations available on DVD,” and podcasts were “not at all effective” ways to receive information about the KCHRI.

The KCHRI also should continue to use a variety of methods of communicating with employees, including bulletin boards at work, although providing video presentations and podcasts should be a low priority.

- Employees indicated that the most helpful source of information about medical and health-related topics is “your doctor or other health care provider” (80% 4 or 5 where 5 means, “extremely helpful”).
- Employees indicated that they were more interested in receiving information about “ratings of the quality of local hospitals” and “ratings of the quality of local

health care providers” than other health-related topics such as stress, prescription drugs, depression, and asthma.

- Sixty percent of the employees said they “definitely” or “probably” would use “Reminders about medical tests recommended for people your age/gender” if the KCHRI were to make them available.”

The KCHRI may want to consider deemphasizing information about specific medical or health conditions in its communications and emphasizing health care delivery issues. In addition, the KCHRI may want to consider involving health care providers in delivering messages to employees.

KCHRI Resources

- All eleven of the major resources/activities that have been offered by KCHRI were rated “extremely useful” by some employees and “not at all useful” by others.
- “Flu shots at work” and “Worksite Activity Centers (Gyms)” were rated highest (70% and 66% 4 or 5, where 5 is “extremely useful,” respectively).
- Four other resources were rated 4 or 5 (“extremely useful”) by over 50 percent of employees (“Healthy snack options in vending machines,” “Nurse helpline for county employees,” “Healthy Workplace Funding Initiative equipment or services,” and “Gym discounts”).
- Even the lowest-rated resource (Live Well Challenge), was rated 4 or 5 (“extremely useful”) by one fourth of the employees.

The KCHRI should continue to provide a variety of resources and activities for employees. Also, the KCHRI may want to further investigate any groups of employees who are underserved by the Initiative and develop resources and activities to better serve and engage those employees.

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Introduction

As part of the evaluation of the King County Health Reform Initiative (KCHRI), King County employees were surveyed during September and October 2007, just over a year after the first KCHRI employee survey. The 2007 survey was designed to assess employees' opinions of and experiences with the KCHRI, including opinions and experiences with KCHRI-related communications. Research results will be used in evaluating the KCHRI and in developing KCHRI program improvements.

This report describes the research objectives and methods of the 2007 KCHRI employee survey, followed by the survey results. The appendix includes copies of the questionnaire used in the survey, email messages and cover letter sent to employees about the survey, and verbatim responses to the open-ended questions in the survey. Tables detailing all responses to the survey are available separately.

Information Objectives

The information objectives of the employee survey included assessing the following:

- Employees' opinions of the KCHRI, including satisfaction with the program;
- Employees' opinions of a variety of sources and methods of receiving information about the KCHRI and health-related topics;
- Employees' interest in receiving information regarding selected health-related topics;
- Employees' opinions of KCHRI resources that are available to them to help reduce personal health risks and maintain or increase healthy behaviors, and the likelihood that employees would utilize a variety of program resources in the future; and
- Employees' opinions about the costs relating to their choices in health care providers.

Methods

A stratified random sample of 1,096 King County employees was surveyed on-line with an option to complete the questionnaire on paper. The sample was formed by randomly selecting eight percent of non-represented employees and eight percent of each bargaining unit, or one employee in each unit, whichever was larger. Thus, at least one randomly selected employee from each bargaining unit and a random sample of non-represented employees were invited to participate in the survey. Of the employees selected to participate in the survey, 763 had email addresses at work and 333 had no email addresses.

The survey procedures were as follows:

- On September 18, 2007, a global email message was sent to all employees describing plans for the KCHRI employee survey.
- On September 24, 2007, an email message was sent to the 763 employees in the stratified random sample with email addresses. The email message invited employees to participate in the survey by completing the survey online, with an option to complete a paper copy of the questionnaire.
- Also on September 24, 2007, paper copies of the questionnaire with cover letters were sent through interoffice mail to the work addresses of the 333 employees without email addresses. The cover letter asked employees to complete and return the questionnaire through interoffice mail, with an option to complete the survey online.
- On October 1, 9, and 12 follow-up email messages were sent to the 763 employees with email addresses, reminding them of the survey and asking them to complete the survey if they had not yet done so.

Copies of the email messages and cover letter sent to employees are included in the appendix.

By October 22, a total of 439 employees had participated in the KCHRI survey, 40 percent of the employees asked to participate in the survey. Three hundred fifty-one employees completed the survey on-line, and 82 employees returned paper copies of the questionnaire.

The questionnaire used in the 2007 employee survey was designed to gather information that would be helpful in evaluating the KCHRI and guiding program improvements. Several questions were taken from the 2006 employee survey so that results can be compared over time. As was the case in 2006, the 2007 employee survey questionnaire was developed with the input and approval of KCHRI staff. A copy of the questionnaire is included in the appendix.

Limitations

If the 439 survey participants comprise a random sample of the total population of 13,670 county employees, the maximum margin of error would be expected to be ± 4.6 percent at the 95 percent confidence interval ($p < .05$).

Results

Employee survey results are presented below for each of the information objectives of the survey. When the survey items were the same in 2006 and 2007, the results for both years are presented and compared.

Results are based on the number of employees answering each question, which was typically less than 439. The number of employees answering each question is noted in the charts and tables below (e.g., $N=429$).

Employees' Opinions of the KCHRI

Several questions in the survey examined employees' opinions of the KCHRI, including perceptions of the consequences, or impacts, of KCHRI activities and satisfaction with the KCHRI.

Employees were asked to indicate their level of agreement ("strongly agree," "agree," "neither agree nor disagree," "disagree," or "strongly disagree") with five statements about the KCHRI, KCHRI program features, and healthy behaviors.

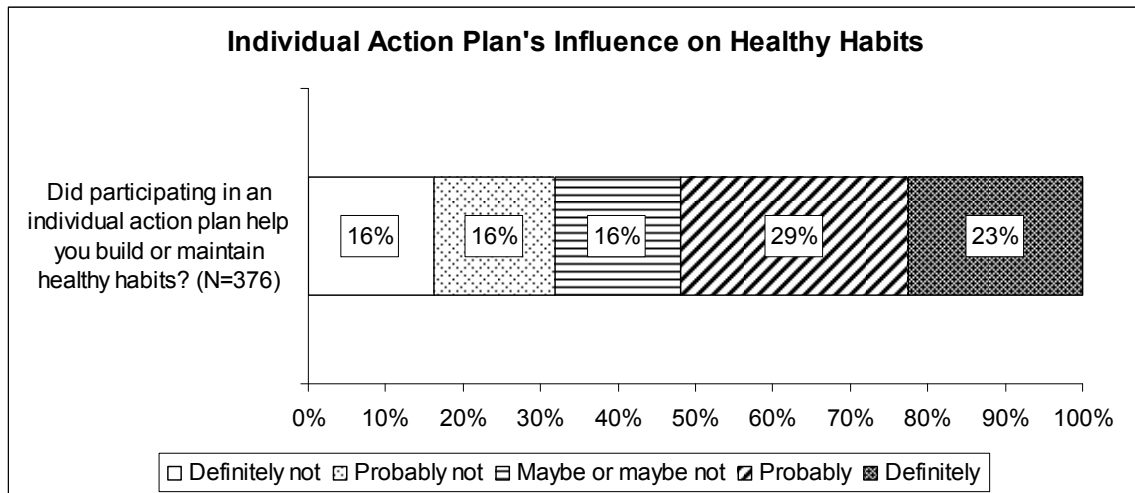
- Fifty-eight percent of the employees said that they "agree" or "strongly agree" with the statement, "The King County Health Reform Initiative (Healthy Incentives + Wellness Programs) is headed in the right direction to improve personal health and control health care costs."
- Fifty-two percent of the employees said that they "agree" or "strongly agree" with the statement, "My workgroup participates in the Healthy Workplace Funding Initiative. (The Healthy Workplace Funding Initiative is the King County program where work groups can get funding at the rate of \$25 per employee for health-related activities in the workplace.)"
- Between 42 and 47 percent of the employees said that they "agree" or "strongly agree" with the following statements:
 - "My supervisor supports employees in improving health and maintaining healthy behaviors,"

- “The King County Health Reform Initiative (Healthy Incentives + Wellness Programs) helps me reduce personal health risks and maintain healthy habits,” and
- “It is easier to reduce my personal health risks now than it was a year ago.”

These results are shown in the next chart.



Employees were asked, “Did participating in an individual action plan help you build or maintain healthy habits?” Fifty-two percent of the employees said that participating in a plan “definitely” or “probably” helped them build or maintain healthy habits, as shown in the next chart.



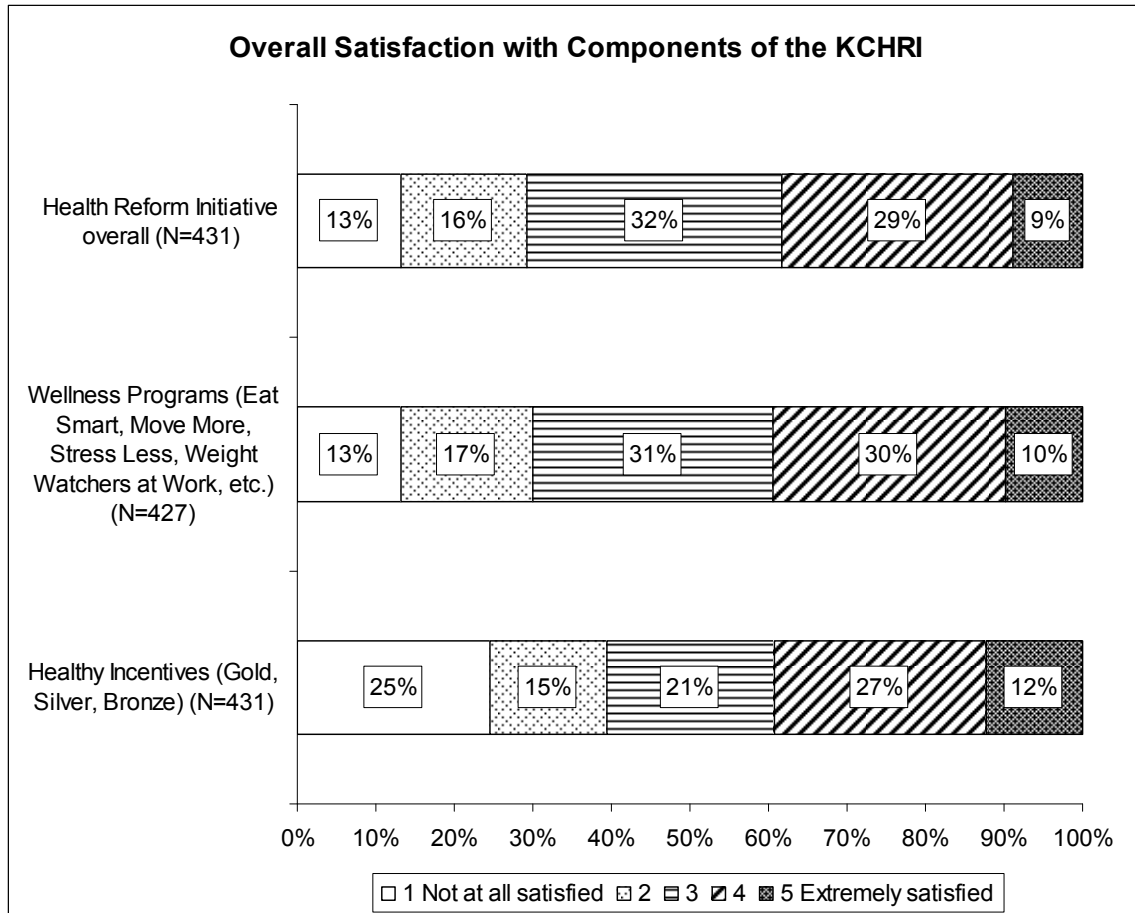
Employees’ responses to this question about whether participating in an individual action plan helped build or maintain healthy habits were similar for both types of individual action plans: filling out an activity log (Route 66 or Colorful Choices), and taking phone calls from a health coach.

Employees used a five-point scale, where 1 means “not at all satisfied” and 5 means “extremely satisfied” to rate their satisfaction with three components of the KCHRI:

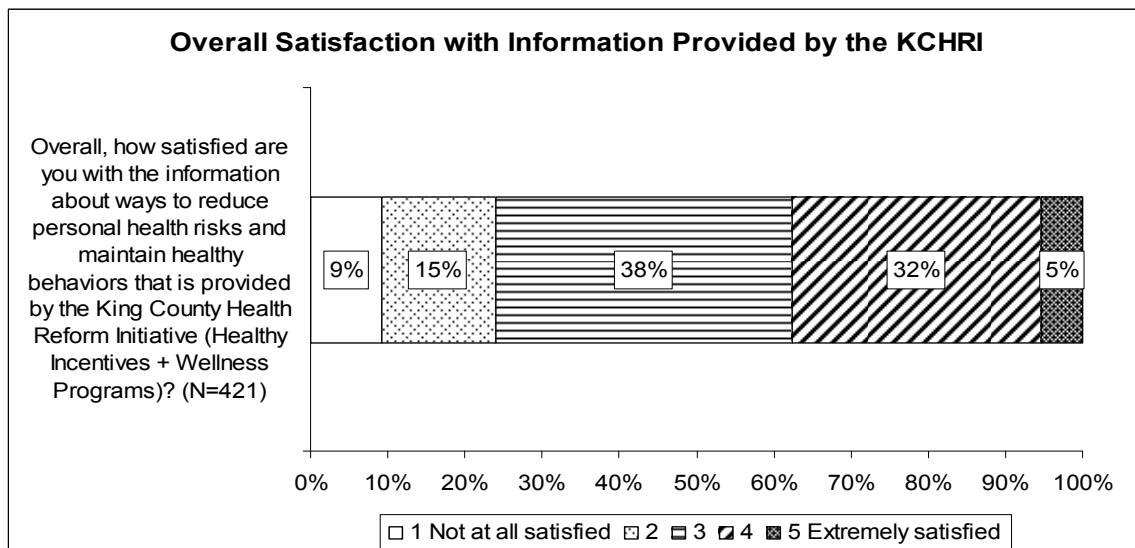
- Health Reform Initiative overall,
- Wellness Programs (Eat Smart, Move More, Stress Less, Weight Watchers at Work, etc.), and
- Healthy Incentives (Gold, Silver, Bronze).

As the next table shows, about 40 percent of the employees rated their satisfaction with the Health Reform Initiative overall and with wellness programs a 4 or a 5 on the five-point scale where 5 means “extremely satisfied,” and 13 percent rated the Initiative overall and wellness programs a 1, “not at all satisfied.”

Similarly, almost 40 percent of the employees rated their satisfaction with “Healthy Incentives (Gold, Silver, Bronze)” a 4 or a 5 on the five-point scale where 5 means “extremely satisfied.” However, 25 percent of the employees said that they were “not at all satisfied” with “Healthy Incentives,” which is nearly twice the percentage of employees who said that they were “not at all satisfied” with the Health Reform Initiative overall and with Wellness Programs.



Thirty-seven percent of the employees rated their overall satisfaction “with the information about ways to reduce personal health risks and maintain healthy behaviors that is provided by the King County Health Reform Initiative” a 4 or 5 on the five-point scale where 5 means “extremely satisfied.” These results are shown in the next table.



Three of the questions regarding employees' opinions of the KCHRI were asked in both the 2006 and 2007 employee surveys. Because the items were the same in both surveys, it is possible to track changes in employees' opinions over time. These items and the changes between 2006 are discussed below.

Agreement with the statement, "My supervisor supports employees in improving health and maintaining healthy behaviors," was significantly lower in 2007 than in 2006. However, agreement with the statement, "It is easier to reduce my personal health risks now than it was a year ago," did not change significantly between 2006 and 2007. The next table shows the average ratings on these items for 2006 and 2007. The shading indicates that the difference between 2006 and 2007 was statistically significant.

Opinions Regarding the KCHRI: 2006 and 2007
Average ratings on 5-point scale where 1 is low ("strongly disagree") and
5 is high ("strongly agree")
Results in shaded areas differ significantly between 2006 and 2007 ($p < .05$)

	2006		2007	
	Mean	Valid N	Mean	Valid N
My supervisor supports employees in improving health and maintaining healthy behaviors.	3.62	N=435	3.33	N=425
It is easier to reduce my personal health risks now than it was a year ago.	3.18	N=441	3.14	N=427

Positive responses to the question, "Did participating in an individual action plan help you build or maintain healthy habits," declined between 2006 and 2007. Employees were more likely to say that participation helped "build or maintain healthy habits" in 2006 than in 2007, as shown in the next table.

Individual Action Plan's Influence on Healthy Habits: 2006 and 2007
Average rating on 5-point scale where 1 is low ("definitely not") and 5 is high ("definitely")
Results in shaded areas differ significantly between 2006 and 2007 ($p < .05$)

	2006		2007	
	Mean	Valid N	Mean	Valid N
Did participating in an individual action plan help you build or maintain healthy habits?	3.47	N=401	3.26	N=376

Sources and Methods of Receiving Information

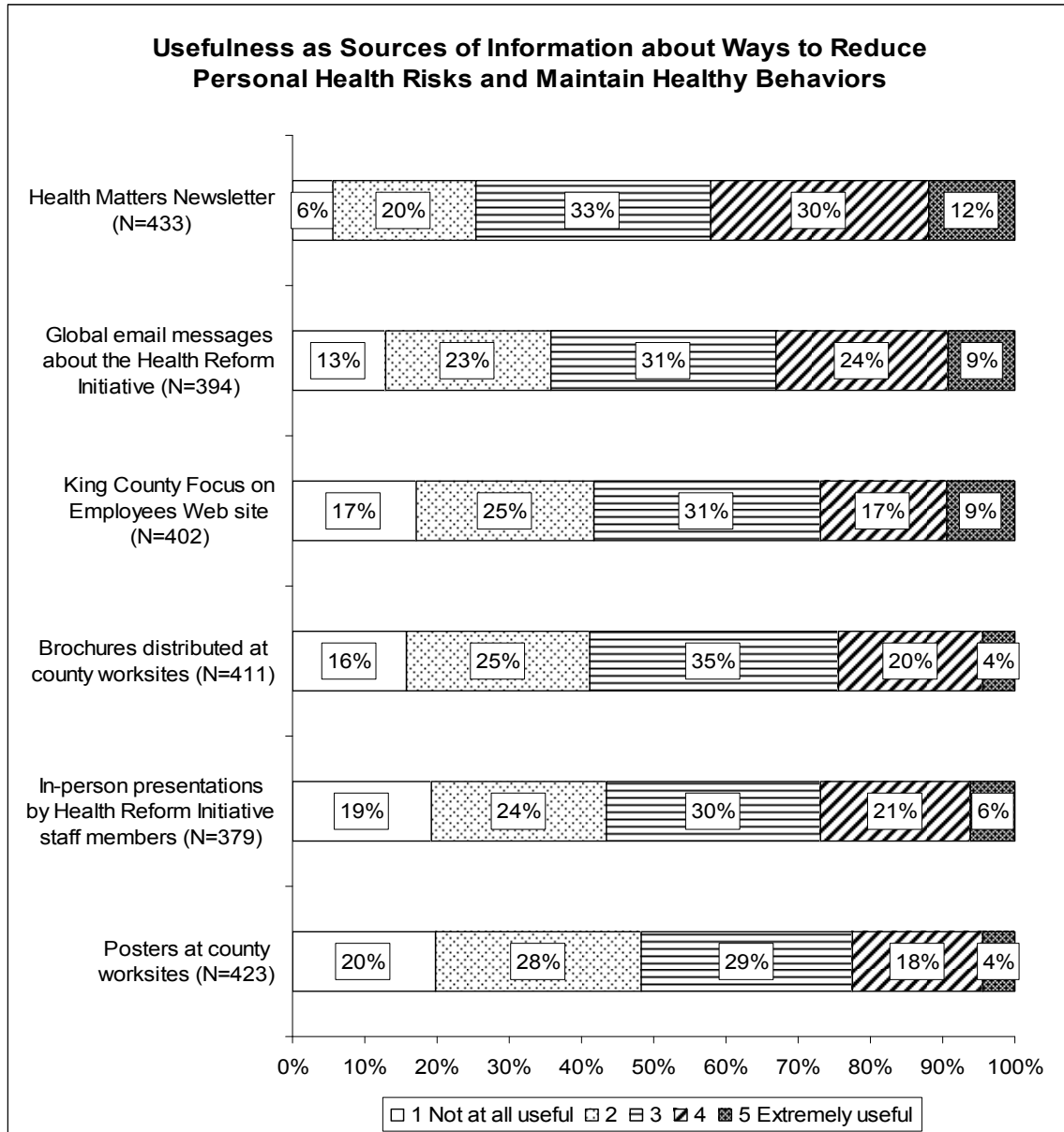
Employees were asked three series of questions about the usefulness and helpfulness of a variety of sources of information and the effectiveness of different ways of receiving information about the KCHRI.

First, employees were asked to use a five-point scale where 1 means, "not at all useful," and 5 means, "extremely useful," to rate the usefulness of six sources of information about ways to reduce personal health risks and maintain healthy behaviors.

- Of the six sources of information, the *Health Matters* newsletter was rated highest. Forty two percent of the employees rated the newsletter a 4 or a 5 on a five-point scale where 5 means “extremely useful;” only 6 percent of employees rated the newsletter “not at all useful.”
- One third (33%) of the employees rated “global email messages about the Health Reform Initiative” a 4 or 5 (“extremely useful”), and 13 percent said that global email messages were “not at all useful.
- Between 22 and 27 percent of the employees rated the other four sources a 4 or a 5 (“extremely useful”) on the five point scale:
 - “King County Focus on Employees Web site (www.metrokc.gov/employees),”
 - “Brochures distributed at county worksites,”
 - “In-person presentations by Health Reform Initiative staff members,” and
 - “Posters at county worksites.”

Between 16 and 20 percent of the employees said that these other sources were “not at all useful.”

These results are shown in the next chart.



As might be expected, employees with Internet access at work rated global email messages significantly more useful as a source of information about ways to reduce personal health risks and maintain healthy behaviors than did employees with no Internet access at work. Employees with and without Internet access rated the other five information sources similarly.

Employees were asked to use a five-point scale where 1 means, “not at all effective” and 5 means, “extremely effective,” to rate the effectiveness of nine ways to receive information about the King County Health Reform Initiative.

- “US mail to home” and “Email at work” were rated highest, with just under one fourth of the employees rating them “extremely effective,” and over fifty

percent rating them either a 4 or a 5 (“extremely effective”) on the five-point scale.

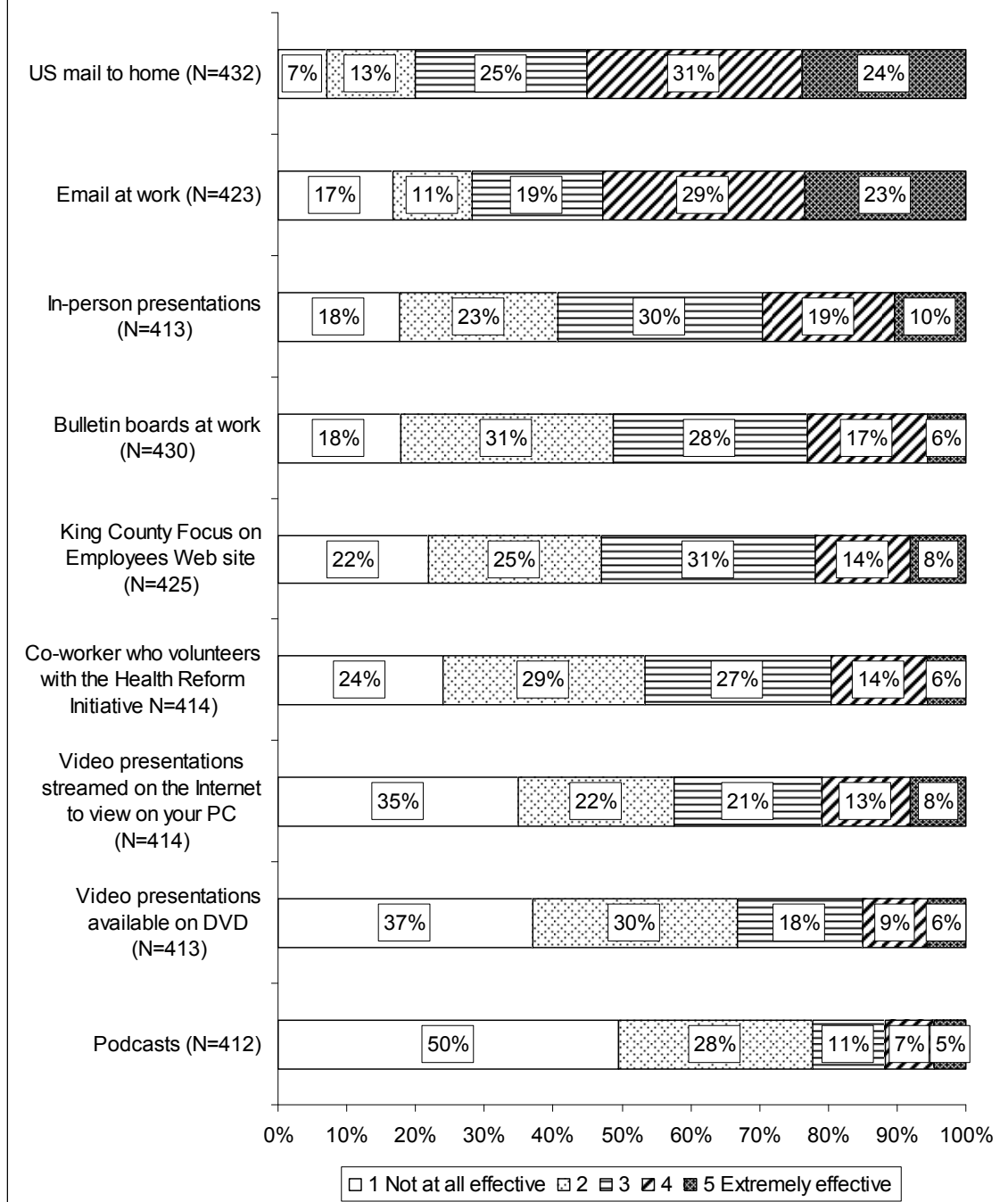
- “In-person presentations” were rated next highest. Twenty-nine percent of the employees rated “In-person presentations” a 4 or a 5 (“extremely effective”).
- Between 20 and 23 percent of the employees rated four ways of receiving information a 4 or a 5 (“extremely effective”):
 - “Bulletin boards at work,”
 - “King County Focus on Employees Web site (www.metrokc.gov/employees),”
 - “Co-worker who volunteers with the Health Reform Initiative,” and
 - “Video presentations streamed on the Internet to view on your PC.”

Over one third (35%) of the employees said that “Video presentations streamed on the Internet to view on your PC” were “not at all effective.” Between 18 and 24 percent of employees said that the other three were “not at all effective” ways to receive information; however,

- Fifteen percent of the employees rated “Video presentations available on DVD” a 4 or a 5 (“extremely effective”), and 37 percent rated “Video presentations available on DVD” a 1 (“not at all effective”).
- Twelve percent rated “Podcasts (audio presentations you can download onto your PC or MP3 player)” a 4 or a 5 (“extremely effective”). Half of the employees said that podcasts were “not at all effective.”

These results are shown in the next chart.

Effectiveness of Ways to Receive Information about KCHRI



As might be expected, employees with Internet access at work rated “email at work” significantly more effective as a way to receive information about the KCHRI than did employees who do not have Internet access at work. On the other hand, employees with no Internet access at work rated “bulletin boards at work” significantly more effective

than did employees with Internet access. The other ways of receiving information were rated similarly by employees with and without Internet access at work.

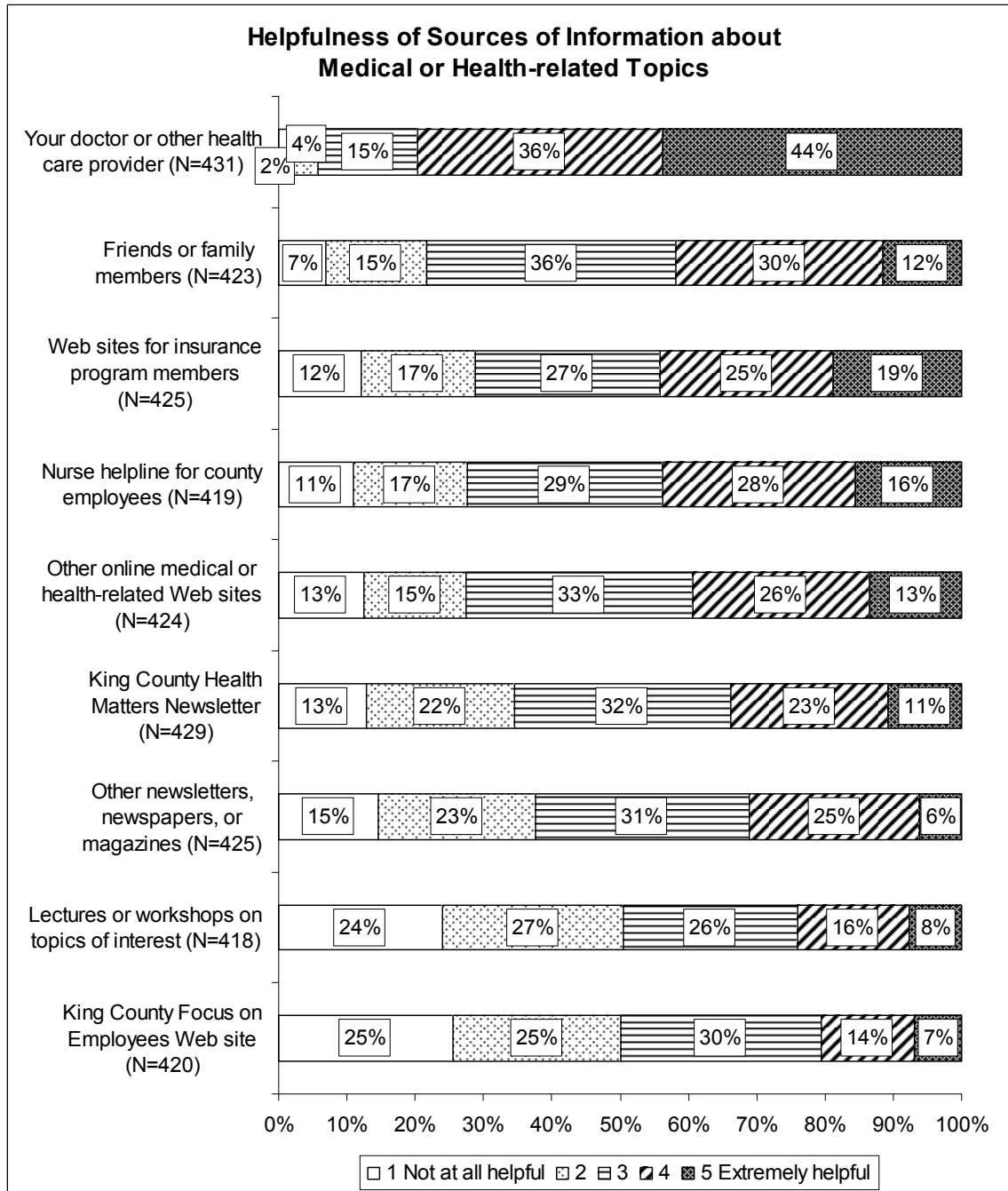
Employees also were asked to use a five-point scale where 1 means, “not at all helpful,” and 5 means, “extremely helpful, to answer the question, “When you have a question about medical or health-related topics, how helpful is each of the following sources?”

Health care providers received substantially higher ratings than the other eight information sources included in this question. Forty-four percent of the employees rated their “doctor or other health care provider” a 5 on a five-point scale where 5 means, “extremely helpful.” Eighty percent rated their “doctor or health care provider” either a 4 or a 5 (“extremely helpful”) on the five-point scale.

By contrast, no more than 44 percent of the employees rated the other information sources either a 4 or a 5 (“extremely helpful”).

- Between 31 and 44 percent of the employees rated the following items a 4 or a 5 on the five-point scale, and between seven and 15 percent said that these items were “not at all helpful.”
 - “Friends or family members,”
 - “Web sites for insurance program members, such as Aetna Navigator for KingCare medical, Express Scripts for KingCare prescriptions, or MyGroupHealth),”
 - “Nurse helpline for county employees,”
 - “Other online medical or health-related Web sites,”
 - “King County Health Matters Newsletter,” and
 - “Other newsletters, newspapers, or magazines”.
- Twenty-one and 24 percent of the employees rated “King County Focus on Employees Web Site (www.metrokc.gov/employees)” and “Lectures or workshops on topics of interest” a 4 or a 5 on the five-point scales where 5 means “extremely helpful,” respectively. One fourth of the employees rated these sources a 1, or “not at all helpful.”

These results are shown in the next chart.



The questions about usefulness of information sources and most of the questions about the effectiveness of ways of receiving information about the KCHRI were included in the 2006 KCHRI employee survey. As the next table shows, ratings of the usefulness of four sources of information about ways to reduce personal health risks and maintain healthy behaviors declined significantly between 2006 and 2007: “Health Matters Newsletter,” “Global email messages about the Health Reform Initiative,” “Brochures distributed at county worksites,” and “In-person presentations by Health Reform Initiative staff

members.” Ratings of the effectiveness of the Focus on Employees Web site and posters at worksites did not change significantly between 2006 and 2007.

Usefulness as Sources of Information about Ways to Reduce Personal Health Risks and Maintain Healthy Behaviors: 2006 and 2007

Average ratings on 5-point scale where 1 is low (“not at all useful”) and 5 is high (“extremely useful”)

Results in shaded areas differ significantly between 2006 and 2007 ($p < .05$)

	2006		2007	
	Mean	Valid N	Mean	Valid N
Health Matters Newsletter	3.39	N=434	3.23	N=433
Global email messages about the Health Reform Initiative	3.15	N=397	2.93	N=394
King County Focus on Employees Web site (www.metrokc.gov/employees)	2.85	N=336	2.77	N=402
Brochures distributed at county worksites	2.97	N=358	2.72	N=411
In-person presentations by Health Reform Initiative staff members	3.21	N=284	2.70	N=379
Posters at county worksites	2.49	N=368	2.59	N=423

One of the ways to receive information about the KCHRI was rated significantly more effective in 2007 than in 2006: “Bulletin boards at work.” Ratings of the other items did not change significantly between 2006 and 2007, as shown in the next chart.

Effectiveness of Ways to Receive Information about KCHRI: 2006 and 2007

Average ratings on 5-point scale where 1 is low (“not at all effective”) and 5 is high (“extremely effective”)

Results in shaded areas differ significantly between 2006 and 2007 ($p < .05$)

	2006		2007	
	Mean	Valid N	Mean	Valid N
US mail to home	3.60	N=444	3.52	N=432
Email at work	3.39	N=440	3.31	N=423
In-person presentations	2.95	N=419	2.82	N=413
Bulletin boards at work	2.39	N=439	2.62	N=430
King County Focus on Employees Web site (www.metrokc.gov/employees)	2.57	N=431	2.61	N=425
Co-worker who volunteers with the Health Reform Initiative*			2.48	N=414
Video presentations streamed on the Internet to view on your PC	2.43	N=418	2.36	N=414
Video presentations available on DVD	2.18	N=413	2.17	N=413
Podcasts (audio presentations you can download onto your PC or MP3 player)	1.79	N=414	1.89	N=412

*This item was asked in 2007 only.

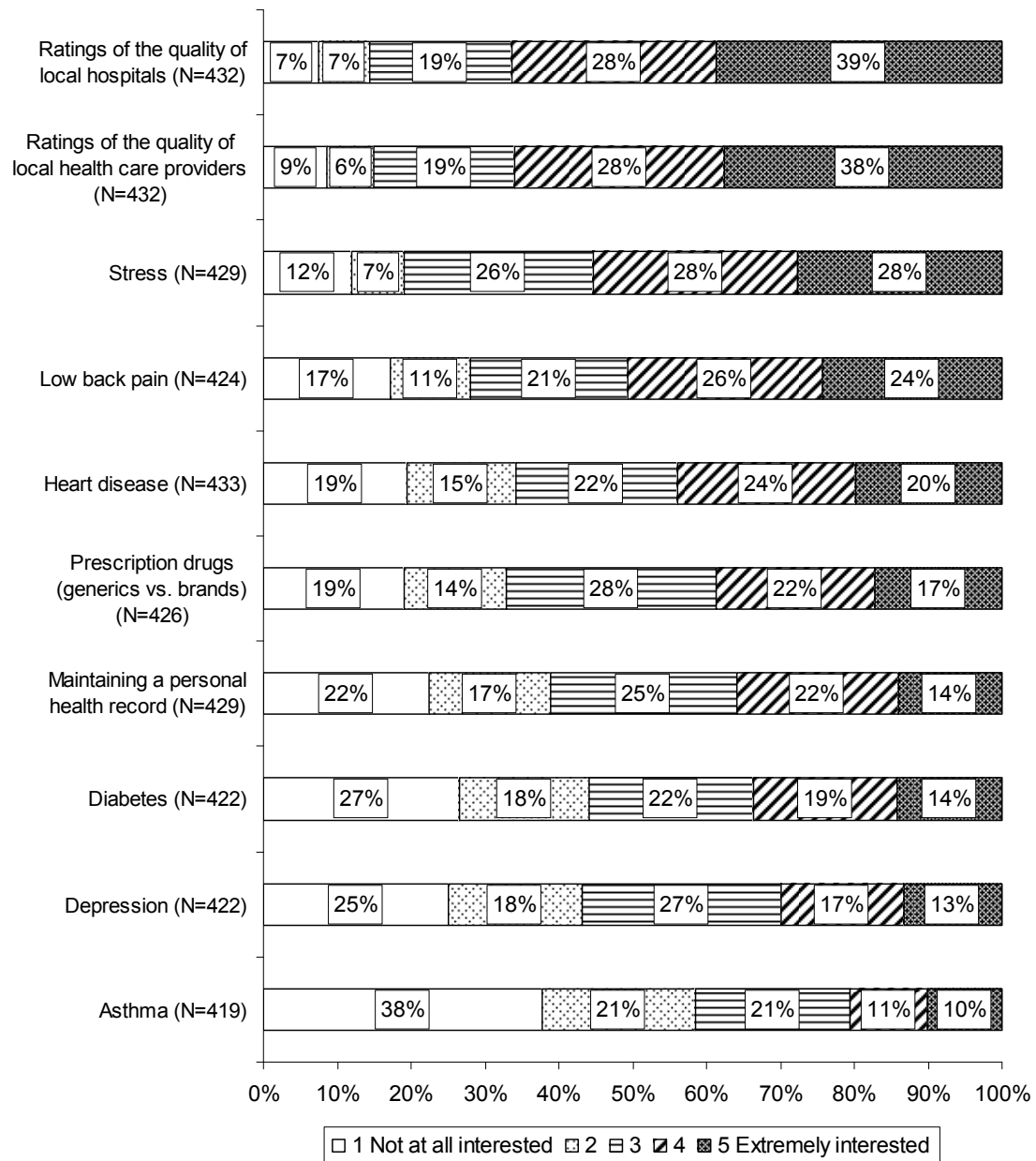
Interest in Receiving Information about Health-related Topics

Employees were asked how interested they were in receiving information about 10 health related topics, shown in the next chart.

- “Ratings of the quality of local hospitals” and “Ratings of the quality of local health care providers” were of most interest to employees. Two thirds of employees rated these topics a 4 or a 5 on a 5 point scale where 5 means “extremely interested.”
- “Stress” and “Low back pain” were rated next highest (56% and 50% rated these a 4 or a 5, respectively).
- “Asthma” was of least interest, with 21% rating it a 4 or a 5 (“extremely interested”) and 38 percent rating it a 1 (“not at all interested”).

These results are shown in the next table.

Interest in Receiving Information on Health-related Topics

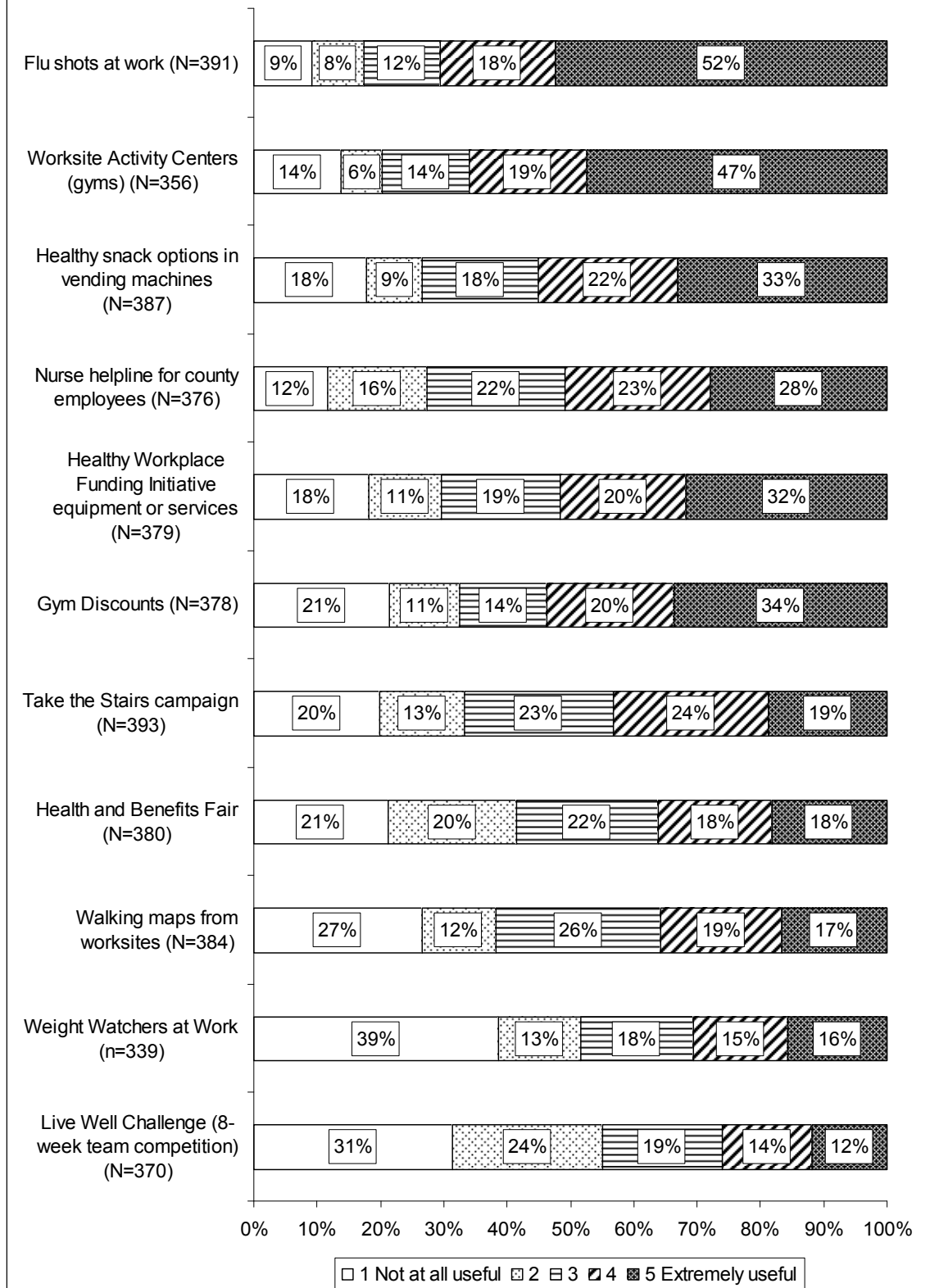


KCHRI Resources

Employees rated the usefulness of 11 resources that have been provided by the KCHRI and that are shown in the next chart.

- “Flu shots at work” and “Worksite Activity Centers (Gyms)” were rated most useful. Over half (52%) of the employees said that flu shots at work were “extremely useful,” or 5 on the five-point scale; 70 percent of the employees rated flu shots at work” either a 4 or a 5 (“extremely useful”). Almost as many employees, 66 percent, rated “Worksite Activity Centers (Gyms)” a 4 or a 5 (“extremely useful”).
- “Live Well Challenge (8-week team competition)” and “Weight Watchers at Work” were rated least helpful. “Live Well Challenge” was rated “extremely useful” by 12 percent and “not at all useful” by 31 percent of employees. “Weight Watchers at Work” was rated “extremely useful” by 16 percent and “not at all useful” by 39 percent of employees.

Usefulness of Resources to Reduce Personal Health Risks and Maintaining or Increasing Healthy Behaviors

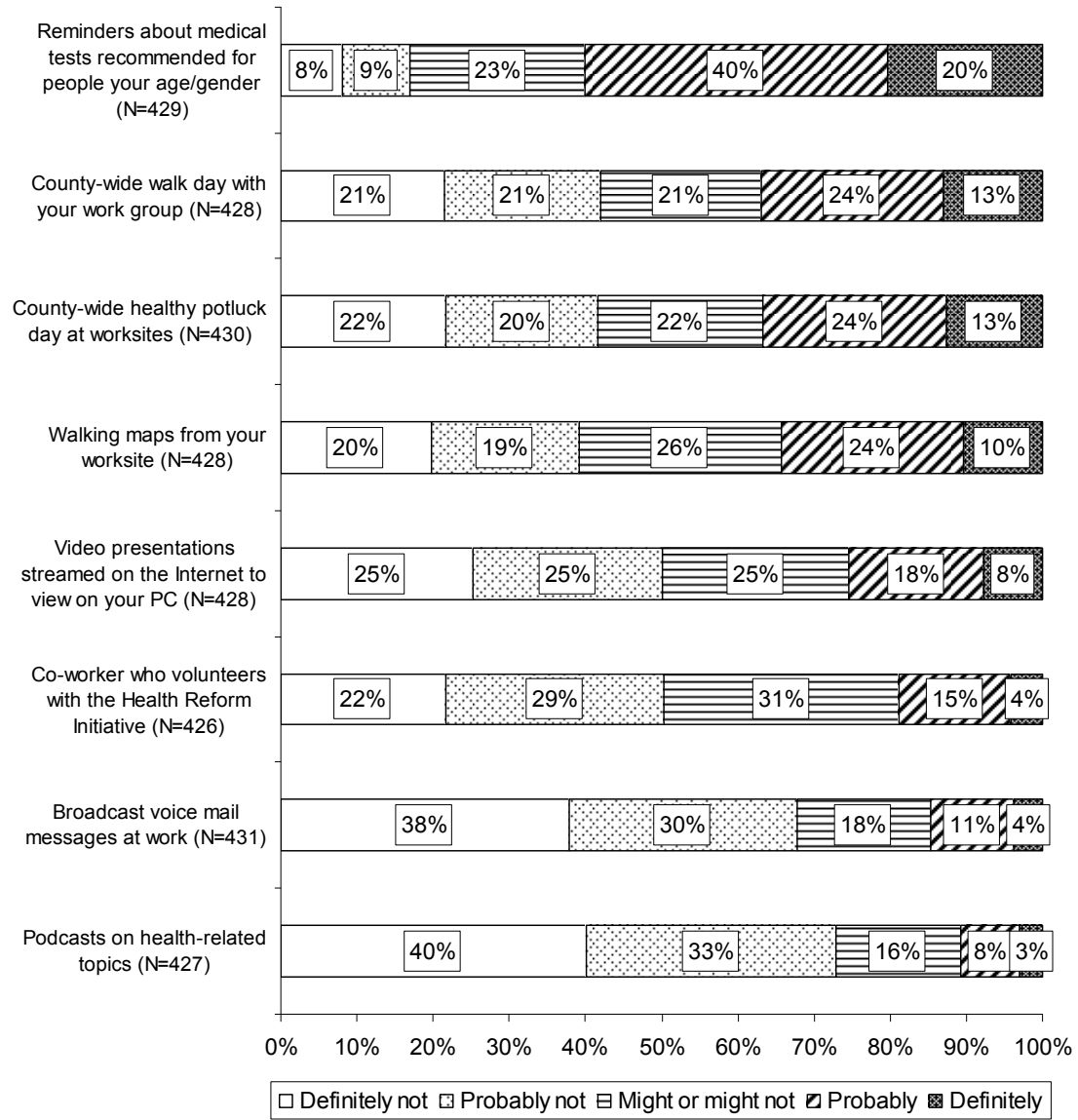


Employees were asked the following question to gauge interest in eight health-related resources: “If the King County Health Reform Initiative were to make the following available to you to help build or maintain healthy behaviors, how likely would you be to use or participate in each?” Employees responded to the question by selecting one of the following five options: “Definitely not,” “Probably not,” “Might or might not,” “Probably,” and “Definitely.”

- Employees indicated that they were most interested in “Reminders about medical tests recommended for people your age/gender,” with 60 percent responding “definitely” or “probably.” Eight percent said “definitely not.”
- More employees said “definitely not” than “definitely” in response to all of the other resources or activities. However, between 34 and 37 percent of the employees said that they “definitely” or “probably” would participate in or use a “County-wide walk day with your work group,” a “County-wide healthy potluck day at worksites,” and “Walking maps from your worksite.”

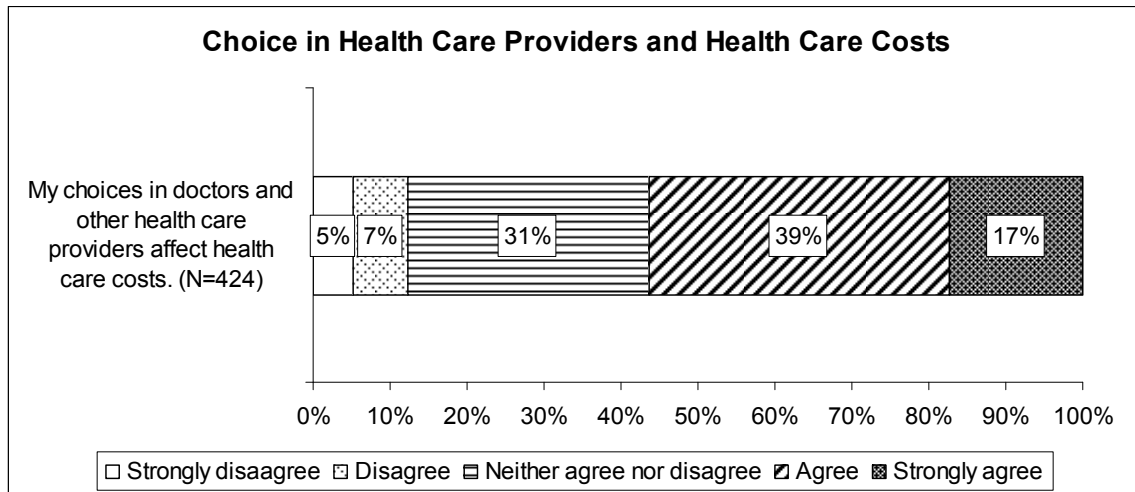
Employees’ opinions of how likely they would be to use or participate in the resources/activities are shown in the next chart.

Likelihood Employees Would Use or Participate in Resources/Activities



Costs Relating to Choices in Health Care Providers

In order to gather baseline data relating to the proposed Choose Well program, employees were asked in both 2006 and 2007 to indicate their level of agreement with the statement, “My choices in doctors and other health care providers affect health care costs.” Fifty-six percent of the employees said that they “agree” or “strongly agree” with this statement, and 12 percent said that they “disagree” or “strongly disagree,” as shown in the next chart.



In 2006, agreement with the statement, “My choices in doctors and other health care providers affect health care costs,” was significantly higher than it was in 2007. The average ratings for 2006 and 2007 are shown in the next table.

Choice in Health Care Providers and Health Care Costs: 2006 and 2007

Average ratings on five-point scale where 1 is low (“strongly disagree”) and 5 is high (“strongly agree”)

Results in shaded areas differ significantly between 2006 and 2007 ($p < .05$)

	2006		2007	
	Mean	Valid N	Mean	Valid N
My choices in doctors and other health care providers affect health care costs.	3.81	N=436	3.56	N=424

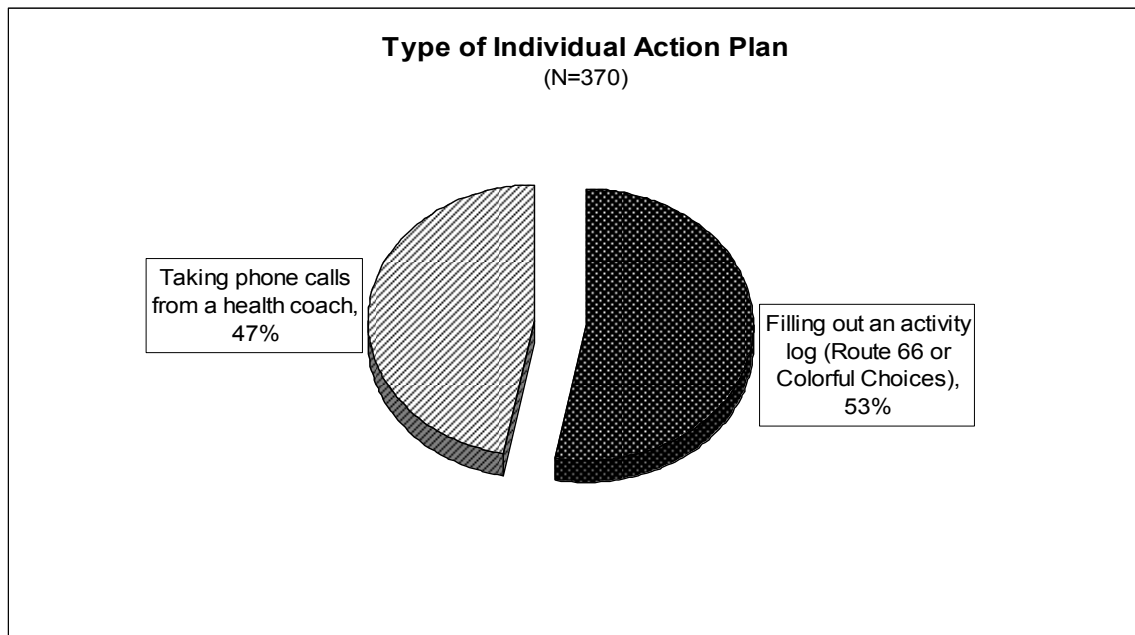
Employee Characteristics

Employees were asked a series of background questions relating to KCHRI participation, Internet use, the department in which they work, tenure with King County, and gender. The responses to these questions are discussed below.

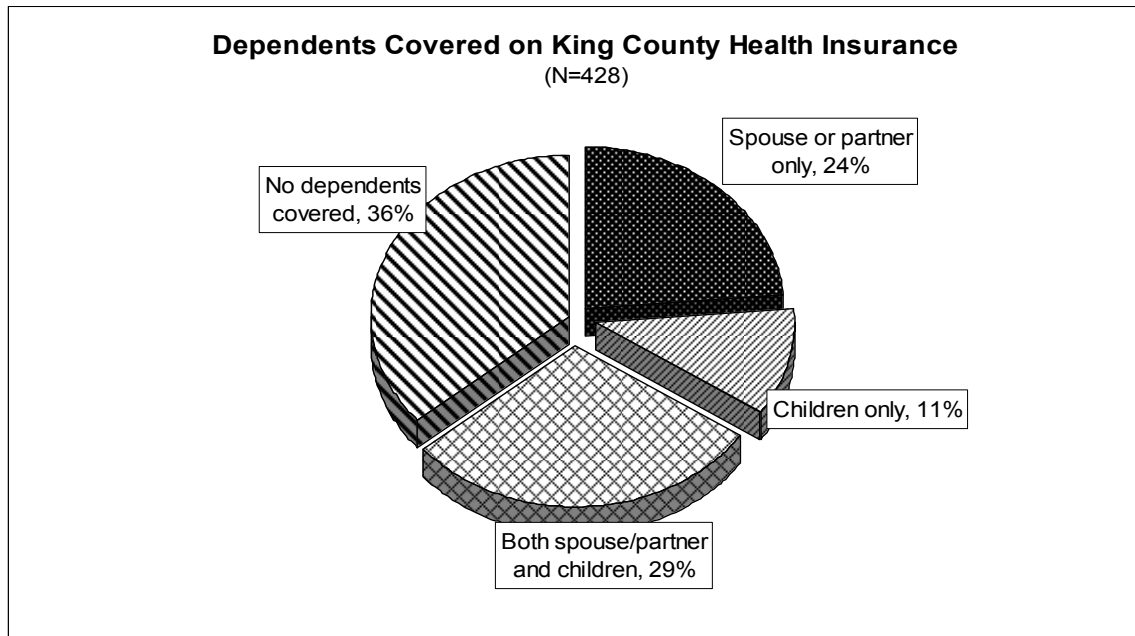
As was the case for all King County employees, the vast majority of employees who participated in the KCHRI survey said that they completed the wellness assessment and that they were participating in or had completed an individual action plan as part of the KCHRI:

- Ninety-four percent of the 420 employees answering the question said that they completed the wellness assessment earlier this year;
- Eight-six percent of the 424 employees answering the question said that they were participating in or had completed an individual action plan.

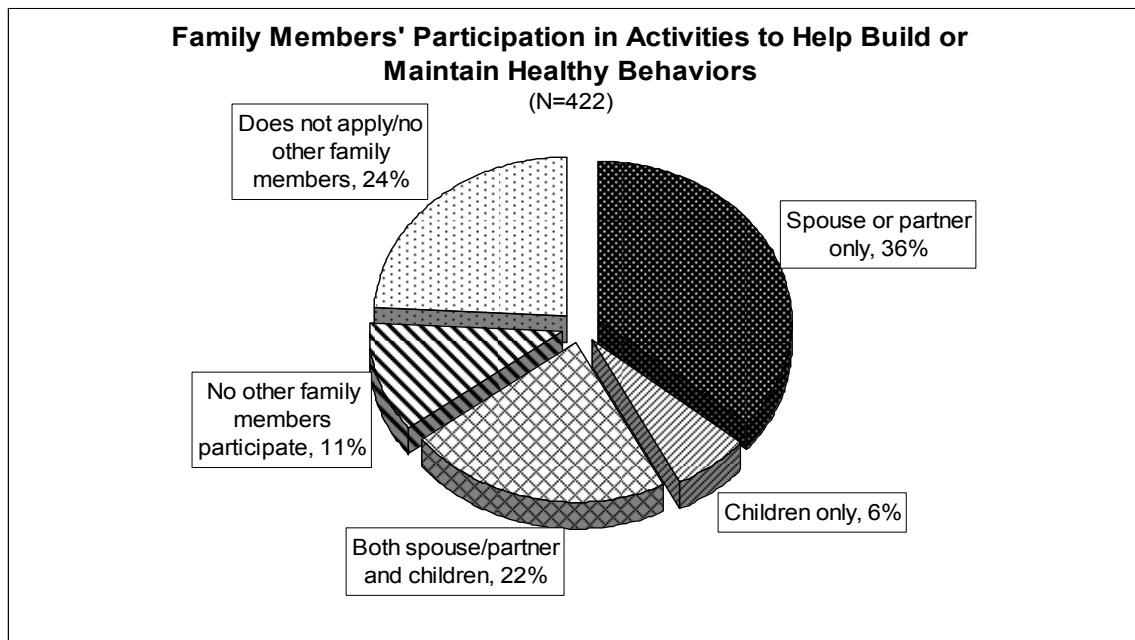
Slightly more employees said that their individual action plan involved “filling out an activity log (Route 66 or Colorful Choices)” (53%) than said the plan included “taking phone calls from a health coach” (47%). The next chart shows these results.



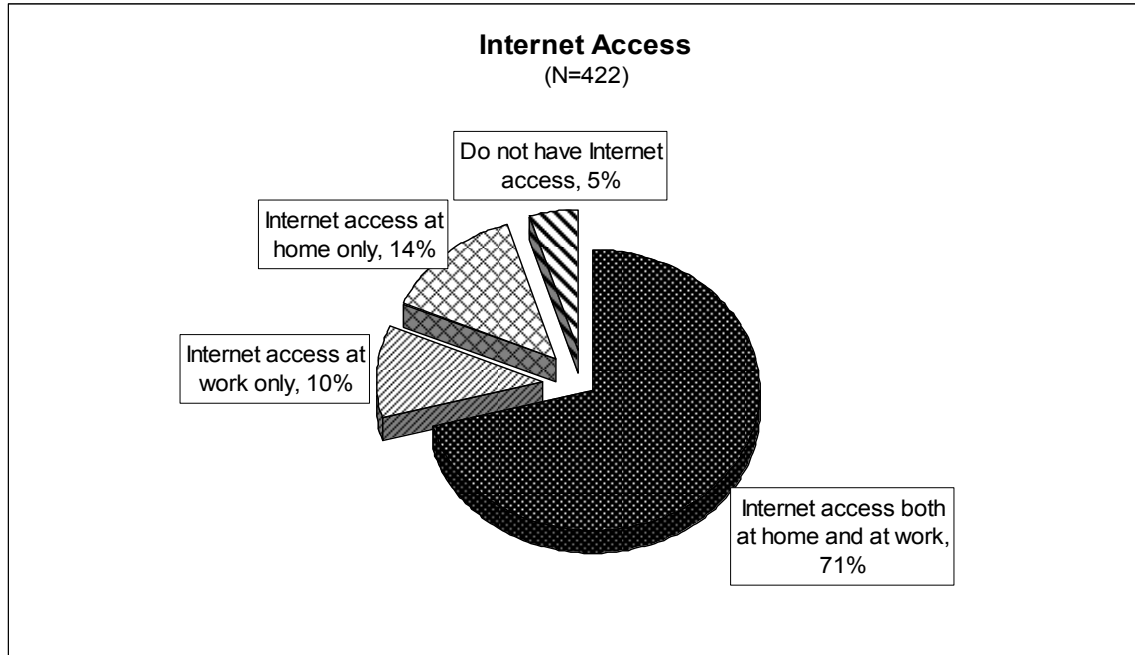
Approximately equal numbers of employees participating in the survey had no dependents covered on their King County health insurance (36%), had their spouses/partners covered (24%) or had both their spouse/partner and children covered (29%). Eleven percent of employees said that the only dependents covered on their health insurance were their children. These results are shown in the next chart.



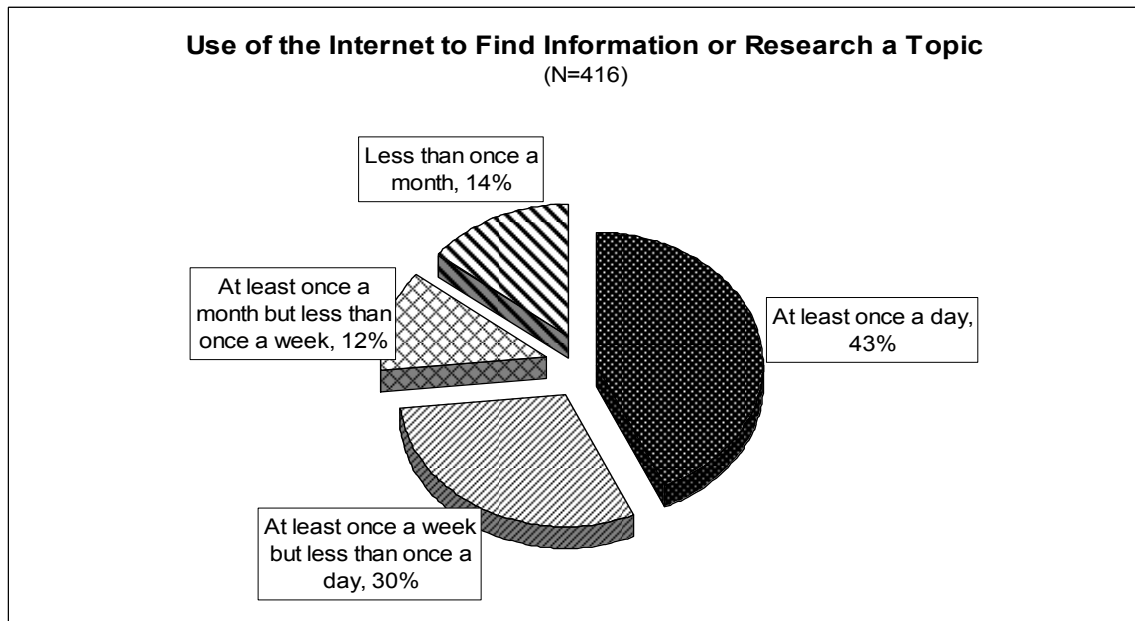
When asked the question, “Do other members of your family participate in activities to help build or maintain healthy behaviors?” almost two thirds of the employees indicated that other family members did participate (36% spouse or partner only, 6% children only, and 22% both spouse/partner and children). These results are shown in the next chart.



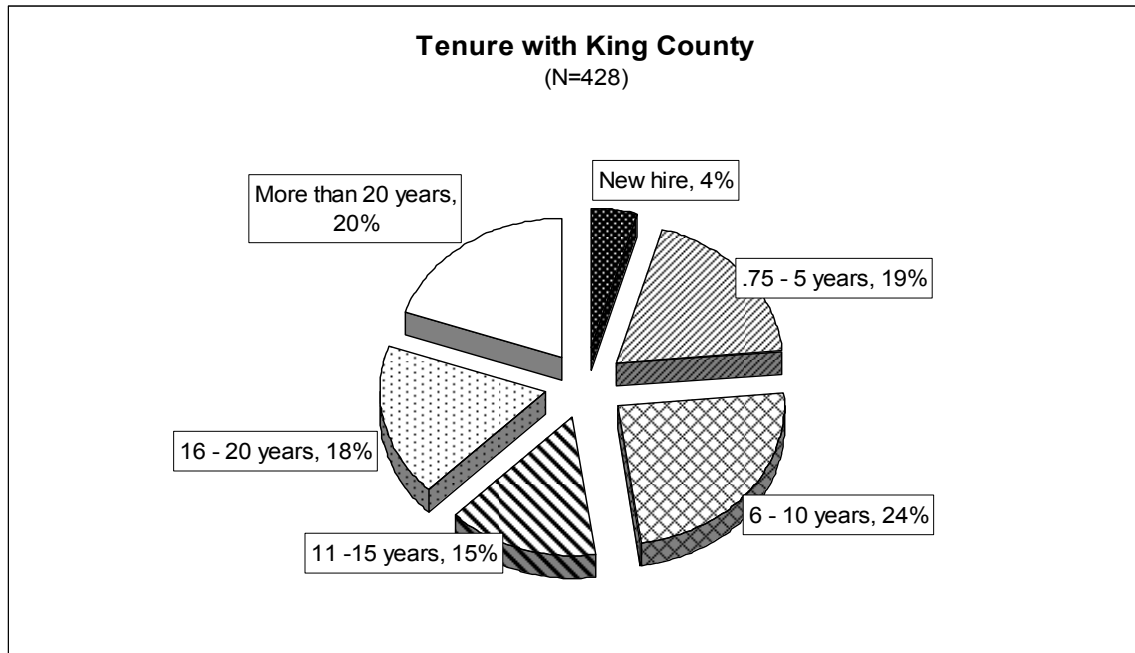
Most employees (71%) have Internet access both at home and at work. Ten percent have Internet access at work only, and 14 percent at home only. Five percent of employees said that they do not have Internet access, as shown in the next chart.



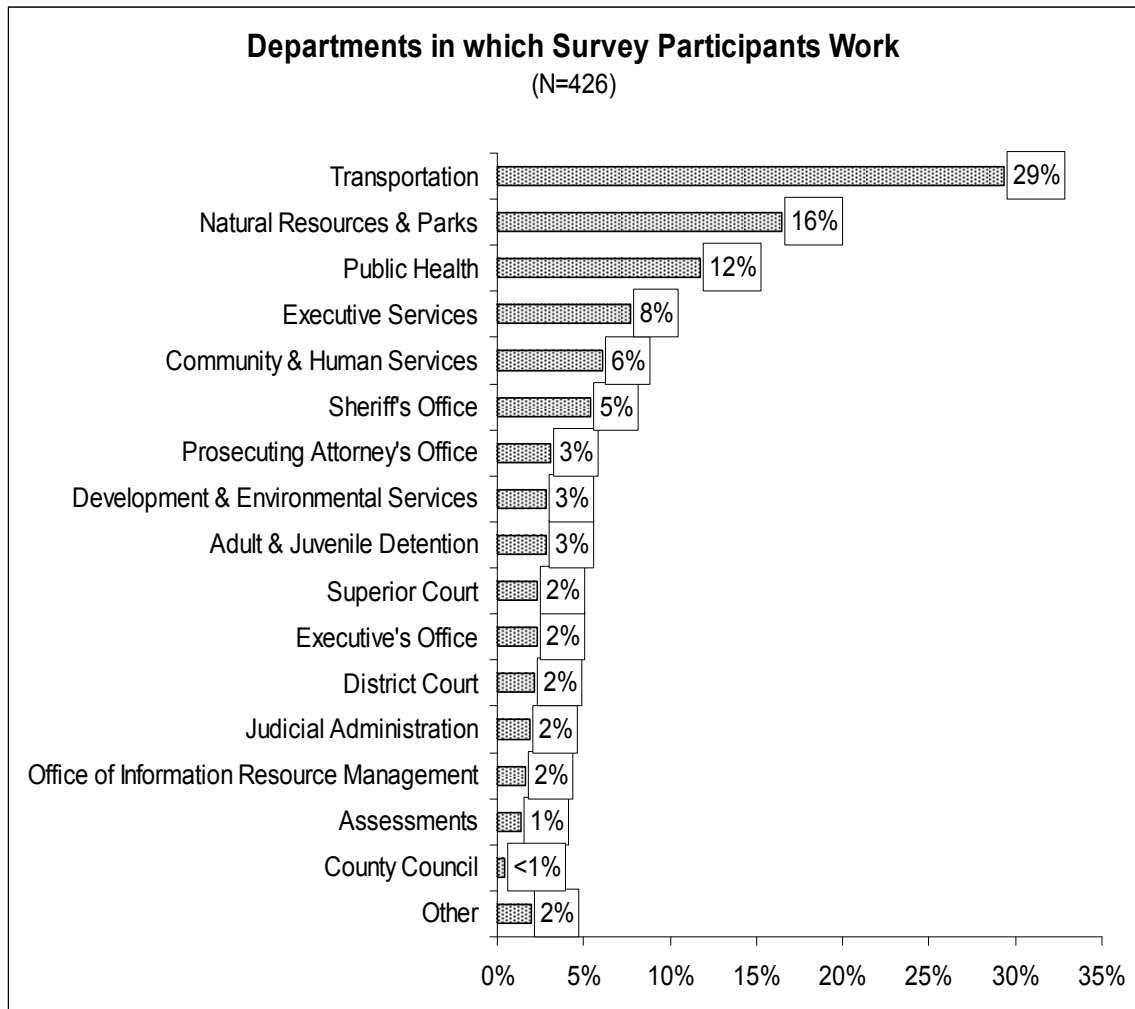
Forty-three percent of the employees said that they “use the Internet to find information or research a topic” at least once a day, 30 percent do so at least once a week, and 12 percent at least once a month. Fourteen percent of the employees “use the Internet to find information or research a topic” less than once a month, as shown in the next chart.



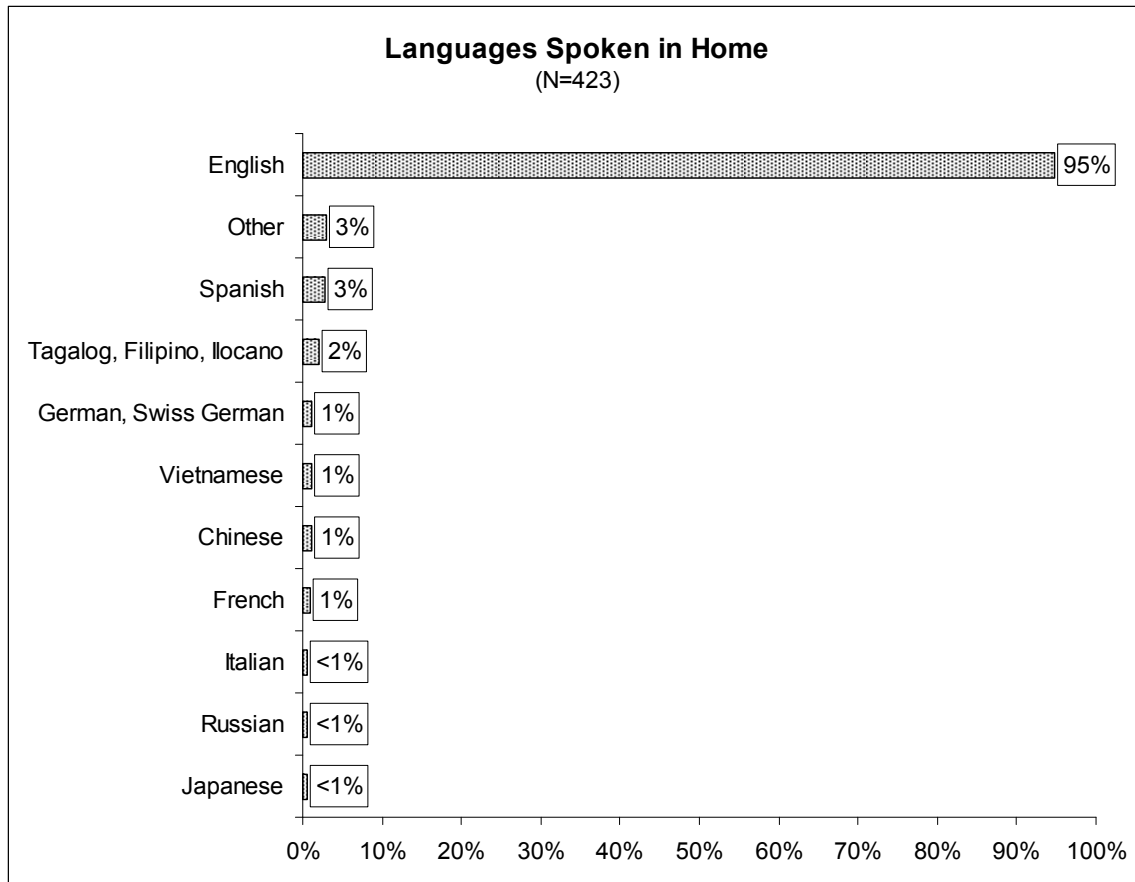
Four percent of the King County employees participating in the survey said that they were hired this year (“New hires”). Employees were fairly evenly divided across the other categories of tenure: three-fourths to five years (19%), six to 10 years (24%), 11 to 15 years (15%), 16 to 20 years (18%), and more than 20 years (20%).



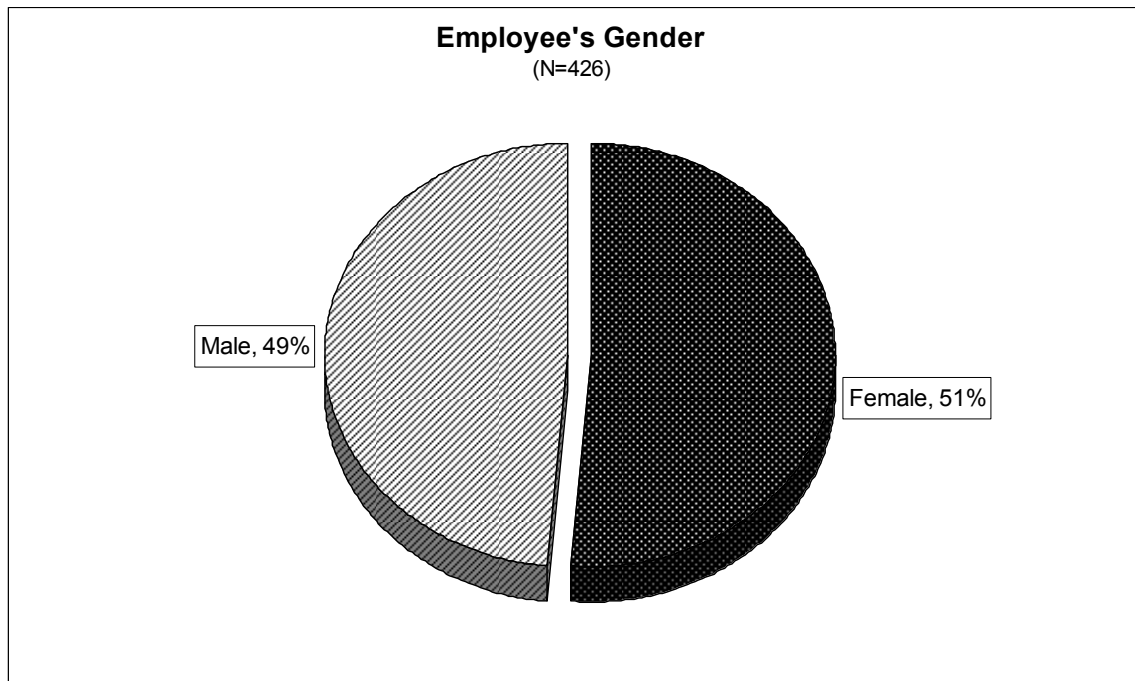
Employees who participated in the survey represented all King County departments. As might be expected given the size of the departments overall, survey participants were most likely to work in Transportation (29%), Natural Resources and Parks (16%), and Public Health (12%). Employees who said that they worked in “other” departments specified a variety of alternatives, such as “Building security,” “Building services,” and “Transit.” The departments in which employees said they work are shown in the next chart.



Ninety-five percent of the employees said that English was spoken in their homes, and small percentages of employees identified other languages that are spoken in their homes, as shown in the next table. Percentages total more than 100 in this table since some employees said that more than one language was spoken in their homes.



As the next chart shows, just over half of the employees participating in the survey were women (51%). Since more men than women work for the county, women appear to be overrepresented in the survey sample.



Key Findings and Conclusions

As was the case in 2006, a higher percentage of women participated in the 2007 KCHRI survey than is found in the population of King County employees. Therefore, survey results may not apply to all employees and should be interpreted cautiously. However, the responses of the 439 employees who participated in the survey suggest the following key findings and conclusions:

Employees' Opinions of the KCHRI

Survey results suggest that employees think that the KCHRI is heading in the right direction and that the KCHRI has had positive impacts on many of them. However, there is room for improvement. The KCHRI should champion these positive findings. At the same time, the KCHRI may want to consider developing strategies to increase participation in the Healthy Workplace Funding Initiative, encourage supervisor support for KCHRI, and increase employees' satisfaction with the KCHRI.

- Fifty-eight percent of employees agree or strongly agree that the KCHRI is "headed in the right direction to improve personal health and health care costs."

- Fifty-two percent of the employees said that participating in an individual action plan “definitely” or “probably” helped them “build or maintain healthy habits.” However, this is lower than in 2006.
- Fifty-two percent of the employees “agree” or “strongly agree” that, “My workgroup participates in the Healthy Workplace Funding Initiative,” and 48 percent “agree” or “strongly agree” that, “My supervisor supports employees in improving health and maintaining healthy behaviors.” Agreement with the statement, “My supervisor supports employees in improving health and maintaining healthy behaviors” declined significantly between 2006 and 2007.
- Over forty percent of employees agree or strongly agree that the KCHRI helps them “reduce personal health risks and maintain healthy behaviors,” and that “it is easier to reduce “personal health risks now than it was a year ago.”
- Close to 40 percent of employees rated their satisfaction with components of the KCHRI (Initiative overall, Wellness Programs, and Healthy Incentives) and with information about ways to reduce personal health risks and maintain health behaviors that is provided by the KCHRI either a 4 or a 5 on a five-point scale where 5 means, “extremely satisfied.” One fourth of the employees said that they were “not at all satisfied” with Healthy Incentives, but this is substantially higher than the employees who were “not at all satisfied” with the Initiative overall, Wellness Programs, and information provided by the KCHRI (9% to 13%).

Employee Communications

The KCHRI should continue to invest in the *Health Matters* newsletter and global email messages when communicating information about the KCHRI and ways to reduce personal health risks and maintain healthy behaviors.

- The sources of information about ways to reduce personal health risks and maintain healthy behaviors that employees rated most useful were (1) the *Health Matters* newsletter and (2) global email messages about the Health Reform Initiative.
- The ways of receiving information about the KCHRI that employees rated most effective were (1) US Mail to home and (2) email at work.

The KCHRI also should continue to use a variety of methods of communicating with employees, including bulletin boards at work, although providing video presentations and podcasts should be a low priority.

- All sources of information and ways of receiving information about the KCHRI were rated “extremely useful” or “extremely effective” by some, and “not at all useful” or “not at all effective” by others.

- Employees who do not have Internet access at work rated bulletin boards at work as significantly more effective as a way to receive information about the KCHRI than did employees with Internet access.
- Between 35 and 50 percent of the employees said that “video presentations streamed on the Internet to view on your PC,” “video presentations available on DVD,” and podcasts were “not at all effective” ways to receive information about the KCHRI.

The KCHRI may want to consider deemphasizing information about specific medical or health conditions in its communications and emphasizing health care delivery issues. In addition, the KCHRI may want to consider involving health care providers in delivering messages to employees.

- Employees indicated that the most helpful source of information about medical and health-related topics is “your doctor or other health care provider” (80% 4 or 5 where 5 means, “extremely helpful”).
- Employees indicated that they were more interested in receiving information about “ratings of the quality of local hospitals” and “ratings of the quality of local health care providers” than other health-related topics such as stress, prescription drugs, depression, and asthma.
- Sixty percent of the employees said they “definitely” or “probably” would use “Reminders about medical tests recommended for people your age/gender” if the KCHRI were to make them available.”

KCHRI Resources

The KCHRI should continue to provide a variety of resources and activities for employees. Also, the KCHRI may want to further investigate any groups of employees who are underserved by the Initiative and develop resources and activities to better serve and engage those employees.

- All eleven of the major resources/activities that have been offered by the KCHRI were rated “extremely useful” by some employees and “not at all useful” by others.
- “Flu shots at work” and “Worksite Activity Centers (Gyms)” were rated highest (70% and 66% 4 or 5, where 5 is “extremely useful,” respectively).
- Four other resources were rated 4 or 5 (“extremely useful”) by over 50 percent of employees (“Healthy snack options in vending machines,” “Nurse helpline for county employees,” “Healthy Workplace Funding Initiative equipment or services,” and “Gym discounts”).

- Even the lowest-rated resource (Live Well Challenge), was rated 4 or 5 (“extremely useful”) by one fourth of the employees.

Appendix

Questionnaire

Email Messages and Cover Letters

Verbatim Responses to Open-ended Questions

**King County Health Reform Initiative
2007 Employee Survey**



King County

Please complete the following questions about the King County Health Reform Initiative by selecting the response that best reflects your opinion or by writing in your answers to the question. All responses will be anonymous and confidential. Results will be reported in aggregate only and will be used to assess and improve the King County Health Reform Initiative.

1. Please rate how useful each of the following is as a source of information about ways to reduce personal health risks and maintain healthy behaviors. *Please rate each source by circling the number that best reflects your opinion on a 5-point scale, where 5 means "Extremely useful," and 1 means "Not at all useful."*

	Not at all useful (1)	2	3	4	Extremely useful (5)	Have not seen/ received
Health Matters Newsletter	1	2	3	4	5	9
King County Focus on Employees Web site (www.metrokc.gov/employees)	1	2	3	4	5	9
Global email messages about the Health Reform Initiative	1	2	3	4	5	9
In-person presentations by Health Reform Initiative staff members	1	2	3	4	5	9
Brochures distributed at county worksites	1	2	3	4	5	9
Posters at county worksites	1	2	3	4	5	9

2. How effective is each of the following as a way to receive information about the King County Health Reform Initiative? *Please circle the number that best reflects your opinion of each on a 5-point scale, where 5 means "Extremely effective," and 1 means "Not at all effective."*

	Not at all effective (1)	2	3	4	Extremely effective (5)
US mail to home	1	2	3	4	5
Email at work	1	2	3	4	5
King County Focus on Employees Web site (www.metrokc.gov/employees)	1	2	3	4	5
Bulletin boards at work	1	2	3	4	5
In-person presentations	1	2	3	4	5
Co-worker who volunteers with the Health Reform Initiative	1	2	3	4	5
Video presentations available on DVD	1	2	3	4	5
Video presentations streamed on the Internet to view on your PC	1	2	3	4	5
Podcasts (audio presentations you can download onto your PC or MP3 player)	1	2	3	4	5

3. How useful is each of the following in reducing your personal health risks and maintaining or increasing healthy behaviors? *Please rate each using a 5-point scale, where 5 means “Extremely useful,” and 1 means “Not at all useful.”*

	Not at all useful (1)	2	3	4	Extremely useful (5)	Don't know
Weight Watchers at Work	1	2	3	4	5	9
Gym Discounts	1	2	3	4	5	9
Walking maps from worksites	1	2	3	4	5	9
Healthy Workplace Funding Initiative equipment or services (purchased by workgroups with the \$25 per employee available through the program)	1	2	3	4	5	9
Healthy snack options in vending machines	1	2	3	4	5	9
Worksite Activity Centers (gyms)	1	2	3	4	5	9
Take the Stairs campaign	1	2	3	4	5	9
Nurse helpline for county employees	1	2	3	4	5	9
Flu shots at work	1	2	3	4	5	9
Live Well Challenge (8-week team competition)	1	2	3	4	5	9
Health and Benefits Fair	1	2	3	4	5	9

4. When you have a question about medical or health-related topics, how helpful is each of the following sources? *Please rate each using a 5-point scale, where 5 means “Extremely helpful” and 1 means “Not at all helpful.”*

	Not at all helpful (1)	2	3	4	Extremely helpful (5)
Lectures or workshops on topics of interest	1	2	3	4	5
King County Health Matters Newsletter	1	2	3	4	5
Other newsletters, newspapers, or magazines	1	2	3	4	5
King County Focus on Employees Web site (www.metrokc.gov/employees)	1	2	3	4	5
Other online medical or health-related Web sites	1	2	3	4	5
Your doctor or other health care provider	1	2	3	4	5
Nurse helpline for county employees	1	2	3	4	5
Web sites for insurance program members, such as Aetna Navigator for KingCare medical, Express Scripts for KingCare prescriptions, or MyGroupHealth.	1	2	3	4	5
Friends or family members	1	2	3	4	5

5. How interested are you in receiving information on the following topics? *Please rate each using a 5-point scale, where 5 means “Extremely interested,” and 1 means “Not at all interested.”*

	Not at all interested (1)	2	3	4	Extremely interested (5)
Heart disease	1	2	3	4	5
Low back pain	1	2	3	4	5
Diabetes	1	2	3	4	5
Asthma	1	2	3	4	5
Depression	1	2	3	4	5
Stress	1	2	3	4	5
Prescription drugs (generics vs. brands)	1	2	3	4	5
Maintaining a personal health record	1	2	3	4	5
Ratings of the quality of local health care providers	1	2	3	4	5
Ratings of the quality of local hospitals	1	2	3	4	5

6. If the King County Health Reform Initiative were to make the following available to you to help build or maintain healthy behaviors, how likely would you be to use or participate in each? *Please check the box that best reflects the likelihood that you would use each.*

	Definitely not	Probably not	Might or might not	Probably	Definitely
Broadcast voice mail messages at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Podcasts on health-related topics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Video presentations streamed on the Internet to view on your PC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Co-worker who volunteers with the Health Reform Initiative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walking maps from your worksite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reminders about medical tests recommended for people your age/gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
County-wide healthy potluck day at worksites	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
County-wide walk day with your work group	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. Overall, how satisfied are you with the following components of the King County Health Reform Initiative? *Please rate your satisfaction on a 5-point scale, where 5 means "Extremely satisfied" and 1 means "Not at all satisfied."*

	Not at all satisfied (1)	2	3	4	Extremely satisfied (5)
Health Reform Initiative overall	1	2	3	4	5
Healthy Incentives (Gold, Silver, Bronze)	1	2	3	4	5
Wellness Programs (Eat Smart, Move More, Stress Less, Weight Watchers at Work, etc.)	1	2	3	4	5

8. Overall, how satisfied are you with the information about ways to reduce personal health risks and maintain healthy behaviors that is provided by the King County Health Reform Initiative (Healthy Incentives + Wellness Programs)? *Please use the same 5-point scale, where 5 means "Extremely satisfied" and 1 means "Not at all satisfied."*

☐ Not at all satisfied (1)
 ☐ 2
 ☐ 3
 ☐ 4
 ☐ Extremely satisfied (5)

9. Please check the boxes below that best reflect your opinions concerning each of the following statements.

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
The King County Health Reform Initiative (Healthy Incentives + Wellness Programs) is headed in the right direction to improve personal health and control health care costs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The King County Health Reform Initiative (Healthy Incentives + Wellness Programs) helps me reduce personal health risks and maintain healthy habits.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My supervisor supports employees in improving health and maintaining healthy behaviors.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My workgroup participates in the Healthy Workplace Funding Initiative. (The Healthy Workplace Funding Initiative is the King County program where work groups can get funding at the rate of \$25 per employee for health-related activities in the workplace.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My choices in doctors and other health care providers affect health care costs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is easier to reduce my personal health risks now than it was a year ago.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. What is the one change that would improve the King County Health Reform Initiative the most?

11. What is the most important thing for the King County Health Reform Initiative to keep the same in order build and maintain program quality?

Please complete the following questions so that we can aggregate your responses for analysis.

12. Earlier this year, did you complete and return the wellness assessment questionnaire?
- ☐ Yes
 - ☐ No
13. Are you participating in or did you complete an individual action plan as part of the 2007 King County Health Reform Initiative?
- ☐ Yes
 - ☐ No
 - ☐ Does not apply/did not participate
14. What did your individual action plan involve? *Please check one.*
- ☐ Filling out an activity log (Route 66 or Colorful Choices)
 - ☐ Taking phone calls from a health coach
 - ☐ Does not apply/did not participate
15. Did participating in an individual action plan help you build or maintain healthy habits?
- ☐ Definitely
 - ☐ Probably
 - ☐ Maybe or maybe not
 - ☐ Probably not
 - ☐ Definitely not
 - ☐ Does not apply/did not participate
16. Do you have Internet access at home or at work?
- ☐ Internet access at home only
 - ☐ Internet access at work only
 - ☐ Internet access both at home and at work
 - ☐ Do not have Internet access
17. How often do you use the Internet to find information or research a topic?
- ☐ At least once a day
 - ☐ At least once a week but less than once a day
 - ☐ At least once a month but less than once a week
 - ☐ Less than once a month
18. How long have you worked for King County?
- | | | |
|--|--|---|
| <input type="checkbox"/> New Hire – hired after January 1 of this year | <input type="checkbox"/> .75 - 5 years | <input type="checkbox"/> 6-10 years |
| <input type="checkbox"/> 11-15 years | <input type="checkbox"/> 16-20 years | <input type="checkbox"/> More than 20 years |

19. In what department or agency do you work? *Please check only one. (If you work with more than one, please check the department with which you are primarily associated.)*

<input type="checkbox"/> Adult & Juvenile Detention	<input type="checkbox"/> Assessments	<input type="checkbox"/> Community & Human Services
<input type="checkbox"/> County Council	<input type="checkbox"/> Development & Environmental Services	<input type="checkbox"/> District Court
<input type="checkbox"/> Executive's Office	<input type="checkbox"/> Executive Services	<input type="checkbox"/> Judicial Administration
<input type="checkbox"/> Natural Resources & Parks	<input type="checkbox"/> Office of Information Resource Management	<input type="checkbox"/> Prosecuting Attorney's Office
<input type="checkbox"/> Public Health	<input type="checkbox"/> Sheriff's Office	<input type="checkbox"/> Superior Court
<input type="checkbox"/> Transportation	<input type="checkbox"/> Other. Please specify: _____	

20. Do you have any dependents who are covered on your King County health insurance?

- ☐ Yes, spouse or partner only
- ☐ Yes, children only
- ☐ Yes, both spouse/partner and children
- ☐ No, no dependents covered

21. Do other members of your family participate in activities to help build or maintain healthy behaviors?

- ☐ Yes, spouse or partner only
- ☐ Yes, children only
- ☐ Yes, both spouse/partner and children
- ☐ No, no other family members participate
- ☐ Does not apply/no other family members

22. What languages are spoken in your home? *Please check all that apply.*

- ☐ English
- ☐ Cambodian
- ☐ Chinese
- ☐ Japanese
- ☐ Russian
- ☐ Spanish
- ☐ Vietnamese
- ☐ Other _____

23. What is your gender?

- ☐ Female
- ☐ Male

Thank you very much for your time and opinions. Please send this survey to Health Matters, YES-ES-0500 in the envelope provided.

GLOBAL EMAIL SENT SEPTEMBER 18, 2007

Dear King County Employee:

Your opinions about the Health Reform Initiative are very valuable in shaping the program. Next week, the annual employee survey will be distributed to a random sample of King County employees. If you receive a survey through e-mail or interoffice mail, please take the time to respond.

Employee input has generated the creation of the Live Well Challenge, Weight Watchers at Work[®] and the Gym Discount Program. Please help us give you the best programs and service possible by answering the survey.

The survey will be distributed to a random sample of King County employees drawn from across our workforce. This unbiased technique will ensure that the survey reflects the county workforce in general. Selected employees will receive invitations to participate by e-mail, if available, or through interoffice mail. All responses will be evaluated by a third party contractor. The survey is secure, confidential and voluntary. You may skip questions, if you wish.

If you have questions about the survey, please contact the Health Matters team at health.matters@metrokc.gov.

If you do not receive an invitation to participate in the survey but would like to give feedback on the Health Reform Initiative, please email us at:
health.matters@metrokc.gov.

Thank you in advance for your participation and feedback.

INVITATION SENT THROUGH INTEROFFICE MAIL SEPTEMBER 24, 2007

	King County Health Reform Initiative Human Resources Division YES-ES-0500 September 24, 2007
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We'd like to hear from you about King County's Health Reform Initiative.

You have been randomly chosen to participate in the 2007 King County Health Reform Initiative survey. Please take a few minutes to complete the enclosed questionnaire.

Your opinions are vital for continued improvements and the ongoing success of the Health Reform Initiative. Please complete this survey so that we may include your input when assessing and planning improvements to the Initiative.

Your participation is voluntary and confidential – your responses will not be linked to your name or any other identifying factor. You may skip questions, and you may stop at any point. The survey typically takes less than 15 minutes to complete.

The 2007 Health Reform Initiative Survey is a part of ongoing measurement and evaluation of the Health Reform Initiative. King County has contracted with an independent consultant, Mary McGuire, to assist with and conduct the 2007 survey.

To participate in the survey, please complete the enclosed questionnaire and send your responses back in the envelope provided **by October 12**.

This survey is also available online. If you have internet access and would prefer to complete the survey online, please go to
<https://catalysttools.washington.edu/survey/kchealth/41992>

If you have questions about the survey, please contact Sondra McCaw at 684-1208 or email the Health Matters team at health.matters@metrokc.gov.

Thank you in advance for your participation and feedback.

INVITATION SENT BY EMAIL SEPTEMBER 24, 2007

We'd like to hear from you about King County's Health Reform Initiative.

You have been randomly chosen to participate in the 2007 King County Health Reform Initiative survey. Please take a few minutes to complete the online questionnaire by clicking on

<https://catalysttools.washington.edu/survey/kchealth/41992>

Your opinions are vital for continued improvements and the ongoing success of the Health Reform Initiative. Please complete this survey so that we may include your input when assessing and planning improvements to the Initiative.

Your participation is voluntary and confidential – your responses will not be linked to your name or any other identifying factor. You may skip questions, and you may stop at any point. The survey typically takes less than 15 minutes to complete.

The 2007 Health Reform Initiative Survey is a part of ongoing measurement and evaluation of the Health Reform Initiative. King County has contracted with an independent consultant, Mary McGuire, to assist with and conduct the 2007 survey.

To participate in the survey, please click on the link below before October 12 and complete the survey online.

<https://catalysttools.washington.edu/survey/kchealth/41992>

If you have questions about the survey, please contact Sondra McCaw at 684-1208 or email the Health Matters team at health.matters@metrokc.gov.

Thank you in advance for your participation and feedback.

FIRST REMINDER SENT BY EMAIL OCTOBER 1, 2007

From: Bascom, Brooke

Sent: Monday, October 01, 2007 12:44 PM

Subject: We'd like to hear your opinions on King County's Health Reform Initiative

This is to thank those of you who have already participated in the 2007 King County Health Reform Initiative employee survey and to request that, if you have not yet participated, you take a few minutes to complete the questionnaire at the following link:

<https://catalysttools.washington.edu/survey/kchealth/41992>

Your opinions and experiences are extremely important and useful in allowing us to better assess the Health Reform Initiative to date, plan program improvements, and insure the continued success of the program. When you participate in the survey, we can include your input in our analysis and planning.

Again, thank you very much to those of you who have already participated in the 2007 Health Reform Initiative employee survey, and thank you, in advance, to those of you who participate in the survey now.

SECOND REMINDER SENT BY EMAIL OCTOBER 9, 2007

From: Exec.Sims@kingcounty.gov
Sent: Tuesday, October 09, 2007 5:50 PM
Subject: Your opinions are important to shaping King County's Health Reform Initiative.

Dear King County Employee,

Your opinions are important to shaping King County's Health Reform Initiative.

Many of you have already filled out the online questionnaire on the Health Reform Initiative. For those who haven't, please take ten minutes to fill it out, as your opinions and ideas are important to shaping a program that meets your needs. This is your opportunity to have your input included as we assess the initiative and plan improvements to the program.

To participate in the survey, please click on the following link before October 12 and complete the survey online:

<https://catalysttools.washington.edu/survey/kchealth/41992>.

Your participation is voluntary and confidential – your responses will not be linked to your name or any other identifying factor. King County has contracted with an independent consultant, Mary McGuire, to assist with and conduct the 2007 survey. You may skip questions, and you may stop at any point. The survey typically takes less than 10 minutes to complete.

If you have questions about the survey, please contact Sondra McCaw, at 684-1208, or e-mail the Health Matters team, at health.matters@kingcounty.gov.

We value your input. Your opinions and ideas are vital for continued improvements and the ongoing success of the Health Reform Initiative. Thank you in advance for your participation and feedback.

Sincerely,

Ron Sims
King County Executive

THIRD REMINDER SENT BY EMAIL OCTOBER 12, 2007

From: Bascom, Brooke

Sent: Friday, October 12, 2007 9:28 AM

Subject: last chance to provide input to the Health Reform Initiative

We have heard from many of you, but there are still many we want to hear from. Today is the deadline for filling out the 2007 Health Reform Initiative employee survey. The link is below.

<https://catalysttools.washington.edu/survey/kchealth/41992>

Our programs and initiatives serve you best when we hear directly from you about what you need. Please take 10 minutes to fill out the survey.

Again, thank you very much to those of you who have already participated in the 2007 Health Reform Initiative employee survey, and thank you, in advance, to those of you who participate in the survey now.

VERBATIM RESPONSES

What is the one change that would improve the King County Health Reform Initiative the most?

1) Provide better incentives for commute reduction.
2) Provide on-site weight-watcher consultation for other areas beside downtown areas or minimum group size requirement.
3) For remote worksite, provide workplace incentive dollars for exercise equipments.
1. access to more County provided gyms with stress reducing classes (i.e. pilates, yoga, breathing, etc.)
2. mandatory 1/2hr per day "leave your desk stress reduction classes"
A better, user friendly webpage that is updated frequently.
A gym in the new 5th Avenue County Building that Yesler occupants could use!
ability to exercise at work --during dinner and breaks. At the Jail-we are unable to go outside for a walk or even to walk in the underground parking garage
Ability to take advantage of health support counselors like nutritionists, personal trainers, stress relief counselors.
accountability
Add personal training for individuals or groups on an ongoing or one-time basis. Expand the gym.
Allow time for working with the health reform initiative
Appeal process for resolving "Gold", "Silver" and "Bronze" determination needs to be more transparent and may be should involve some employees.
ASK for feedback on the actual survey given to us by Healthy Media and the ratings they use. The firm that gets the results and then contacts us as coaches are not using the same rating scale.
Ban unhealthy foods from communal functions and locations. No candy dishes and treats at staff meetings....
Be sensitive to the sites located outside of the city of Seattle. Most programs and activities are available to Seattle and not outer cities. There is a fair population of Pierce county employees who do not get the same options of health clubs in Pierce county. It is not realistic to expect staff to view pc videos when their primary job is to see clients (productivity is the priority).
Better communication, including making the Route 66 website easier to use.
Better gym discounts
Better programs that don't insult our intelligence.
Blood pressure checks at work. Maybe monthly or bimonthly
can't think of any right now.
Change contact with Harris health trends to twice once at the start and once at the end.
Change the way some of the questions are asked on the Wellness Assessment. The choices for answers are often too limited. For instance, on the smoking question it is hard to answer accurately if you smoked some as a young adult but haven't in twenty years.....
choice in doctors
coaching calls are a big hassle-i know of people who lie to get a GOLD status
Concentrate more on holistic health by providing better coverage for naturopath, chiropractic, massage, yoga, and mental health services.
Constant followup calls from Wellness programs is irritating and usually comes at inconvenient time.
Continuing level of focus throughout the year -- not just during wellness assessment period.
Dedicated (wide-range) exercise classes on-site.
Develop some team sports competitions (baseball, basketball, ect.) where departments can play against one another. More healthy options in vending machines, most food is junk food
Diet information, sleep, water, exercise, anti-smoke, drink, drugs

Differentiated payment (Gold, Silver, Bronze) based on inadequately managed service provider. The idea is good (ie motivate employees to live more healthy) but the execution is poor (ie confusing and inconsistent requirements).
Do away with the gold, silver, bronze system and use the money to buy work-out equipment and healthy snacks.
Do more to assist employees with finding GOOD healthcare - Doctors and hospitals who diagnose accurately and prescribe appropriate treatment.
Do not penalize the people that are low risk by making them fill out logs. I was the highest scoring person I know last year and have good health habits but because the instructions for the log I was keeping was poor I was threatened with not getting the gold level. This year I decided I would not be overly forthright in my responses to the survey so that I would not be in the low risk group. Getting a few phone calls takes a lot less time than trying to maintain logs. Why is it the people who should really be documenting what they are doing (the moderate and high risk groups) are not required to keep logs?
Do not use Harris Health Trends.
Do the Health Fair and other events in North, South and East County for employees who can't get into Seattle.
Dont have any
Don't know that this is the "one" thing, but I would like to see less candy in the vending machines at work.
Don't know yet
Don't require people to chart the color of the foods they eat or the amount of days they work out. It was tedious and patronizing. I work out because I want to live a long and healthy life - NOT because I want the GOLD benefits.
Drivers (transit operators) are the only work group in KC Metro that literally "work their butts off" unrealistic schedules and recovery time (way too many and too little respectively) are 'penny wise and pound foolish'.
Drop Gold, Silver, Bronze. Make the benefits equitable across the board regardless of participation. Some people have a life other than on the computer, at work.
DROP HEALTHY INCENTIVES AND THE GOLD, SILVER & BRONZE LEVELS. MANY OF THE QUESTIONS ASKED BY THE H.I. QUESTIONNAIRE ARE INTRUSIVE, PERSONAL, AND SHOULD BE CONFIDENTIAL BETWEEN A PERSON AND HIS/HER DOCTOR. ALSO, THE H.I. PROGRAM IS TERRIBLE ABOUT FOLLOWING UP WITH INTERVIEWS, CONSULTATIONS, ETC. THAT THEY SHOULD BE DOING, AND HAVE SAID THAT WOULD DO.
Drop the online Health exercise.
Edit HEALTHY MATTERS newsletters. This last issue referred to DV on the front page to turn to page 2, and there was nothing about DV, only recipes!
Eliminate all the crap & just insure the employee. Some employees actually work in the field & don't have time to participate in all this jibberish. Eliminate gold, silver & bronze as they discriminate against the busy workers.
Eliminate all vending machines with sodas, candy, junk food, hi-carb foods with lots of additives. More vacation time and time off from work for less stress.
Eliminate healthy incentives program.
Eliminate jumping through hoops that could not be cost effective, intrude into our privacy, and aren't 'voluntary' (I am not rewarded for participation; I am penalized if I choose not to participate.)
Eliminate the Healthy Workplace Funding Initiative (the King County program where work groups can get funding at the rate of \$25 per employee for health-related activities in the workplace) - too much work time is spent discussing how to spend the funds.

Eliminate the Gold-Silver-Bronze levels and provide all employees with good medical benefits so that they will be more likely to get help when they need it. Currently if you are in the Bronze level, you are at higher risk of health related problems, but less likely to get help due to increased out of pocket expenses. The program should promote employees taking care of themselves and this cost penalty is only serving to hurt the employees that need the most help.
Eliminate the Healthy Incentives Individual Action plan program. Instead, have healthier food provided to employees.
Eliminate the Healthy Incentives insurance bullshit - all employees should receive equal coverage, NO EXCEPTIONS
Eliminate the process to achieve Gold/Silver/Bronze level nonsense.
Eliminating the Healthy Incentives program or changing the company running it. The software is defective and the health coaches are not at all qualified to provide real assistance or advice. This part of the program was a waste of my time this year and the software problems almost caused us to lose our gold status and forced us to make an appeal on our own time to maintain our status. The concept is good but the implementation of the program has been terrible.
Encourage all employee participation in the program.
Equal benefits for all employees, based on choice of benefit coverage & cost to the employee.
Exercise facilities and showers at many work locations with well-maintained equipment.
Figuring out a way for partners/spouses to work on getting higher scores for healthy incentives when one partner is scoring lower.
Filling-out fruit/veggie charts is useless and annoying busy work. Maintain on-base exercise equipment. Nobody told me about a gym discount or a nurse helpline or gave me a walking or bicycle map. Our snack machines are full of junk food (high fat, sugar and salt).
Fitness centers centralized in work area's.
fix the website where you enter progress on healthy options (colorful choices or route 66) so it works every time, and is easier to use.
Focus more on job stress reduction
For me (though not necessarily for someone else) it would be valuable to see some data on the impact of unhealthy habits on the population. for instance, "people who are overweight are 43% more likely than normal weight folks to die of heart disease" gets my attention
For those people who are at high risk, there should be more involved to achieving gold status than just a few phone calls. They should also have to do the Route 66 and track the color of their veggies eaten. It seems that those of us who already take care of our health have a lot of "red tape" in order to achieve the gold status. I have heard rumors that one person did the Route 66 and was penalized to the silver status because he left the form blank on days he did not work out which were mainly weekends. And this person is in shape and works out M-F only.
Free medical cost for everyone, then every employee can be checked out by their doctor without thinking that their medical cost will be too much to be paid. Each person can be treated before it occurred to be too late to be treated.
Free weight watchers or gym memberships to county employees

Get real about the serious role that workplace stress, and being overworked, has on overall health. The newsletters talk on a surface level about personal stress levels and stress reliever methods, which are like bandaids if the ultimate source of the daily stress isn't relieved. Talk to supervisors and managers about managing workloads and expectations a little better. Help alleviate overload by making sure employees have the resources and support they need to better do their jobs. Provide education about ways to make workflow easier or more efficient. Maintain a consistent work environment where appropriate breaks, time for walks, or taking care of important personal business during the day is possible. All of these will really get at the root causes of stress in the workplace and the feelings of overload that a lot of employees have.
Also, I would be a lot more interested in the Health Matters newsletters if they talked about health and lifestyle issues more holistically. For example, explore the relationship between "going green" in the home and overall health - eating organic, local produce; not driving as much/walking more; less chemical exposure with greener household products; the health benefits of yoga/meditation. The newsletters are currently very uninteresting. I barely skim them before recycling.
Get rid of annoying and time consuming task of gold, silver and bronze. I am healthy and take care of myself and resent the survey.
Get rid of Healthy Incentives.
Get rid of it
Get rid of levels, Bronze, Gold, Silver
Get rid of the coaching calls. They come across as paternalistic, nagging, and don't do much for day-to-day challenges, questions. The calls come at inconvenient times and returning calls is a time-consuming hassle. I would get more satisfaction and progress from an on-line food and exercise diary or something along those lines.
Get rid of the healthy incentives nonsense! It causes more damage than good. As an adult, I do not appreciate being forced to be "coached" by an untrained, inexperienced stranger, who is NOT my personal doctor, who does NOT know my medical history, or even me and dispenses rude and harmful "advice." I think that unless you have a medical degree, you should NOT be dispensing medical advice.
Get rid of the Healthy incentives program
get rid of the yearly orderal of healthy incentives
Get rid of those coaches on the phone. They aren't professional fitness and nutrional experts. They are reading from aq book. Also, if you hire them, then KC ought to be holding their feet to the fire that they produce and perform as expected. Also, they could be better customer service reps. Tehy aren't trained very well.
Get rid of those time consuming calls we all lie to the caller anyway.
Give employees reminders via email about their compliance level w/ the activity that they have chosen (route 66 for example). Give them warnings that they need to enter time. What seems to happen now is if they don't enter time, there are no reminders and they forget to comply. When they then get the letter that says they're silver instead of gold - they are upset.
Give rebate/incentive to employee for participation and achievement. Many programs are meaningless or impractical for units outside the ivory tower. Quit subcontracting sevice the security/privacy issues prevent participation.
Glycemic Food Index
Gold, silver, no bronze
Gym and shower facilites at every location so we could exercise and clean up afterwards.
Have a good equipment gym place, with more info easy to read on food intake. Have a nutrition expert on site, just like the people who take your blood pressure but for real.
Have a place for free workouts while at work (ie, a Gym, weight room, excercise machines)
Have a place to work out at work. After work with nutritional advise.
Have consulting Health Incentive representatives have medical credentials. I resent them giving me advise not knowing as much as I know myself.

Have gyms on site of work.
Have more information about it in South King County.
Have programs for employees who work hours other than the normal 8 to 4 shift. ie swing shift and grave yard shift.
Have the management look at the level of work load placed upon individuals with the eye that management has a stake in reducing risk by lowering expectation. It is a partnership with equal level of responsibility and not an additional reason to level greater stress upon staff.
Have weightwatchers @ work and the gym discounts not be so "downtown" centered. Those of us not working in the core downtown business area are often left out of opportunities due to size limitations. And the gym discounts are only open once or twice a year.
Having a gym closer to a workplace that has shift work. A person can't be walking around downtown Seattle around swing or graveyard just to work out. It's not safe.
Having Fruit or Vegetable trays available at no cost in the work area; Partner with fitness centers at the work area (e.g. SMT or Columbia Tower) to provide free membership during a certain time of day throughout the week to encourage exercise.
Having more built in gyms at the county sites are very valuable. Not only a place to work out and stretch, but the showering and changing facilities are very helpful especially when work clothes gets really dirty.
Need to encourage managers to remove frivolous rules such as not being allowed to combine lunch and break times together to allow for work outs when clearly doing so would not affect productivity or office dynamics. (I am aware that there are job duties where breaks and lunch can not be combined due to coverage. But there are many field staffs whose duties are not impacted by combining these times allowing for an adequate work out.)
Having more Weight Watchers groups. We don't have one at the Worksource bldg in Renton.
HEALTH PROVIDERS AND ON SITE CHECK-UPS BY DOCTORS, NURSES
AND HEALTH COUNCILORS.
Help people get out of their cars.
I am already a very health aware person. I pay close attention to my eating and exercising habits. This program has not made me more aware than I already am.
I believe that the coaching calls on the healthy incentives program are a joke. In 2006 I was in the lowest risk category and participated in the colorful choices program. In 2007 I received 1 phone call and I made the other 2 calls myself because I did not want to miss out on receiving the gold level. The coaching calls did nothing for me and I would have been better off doing the colorful choices again.
I do not like the "3 phone calls". It seems intrusive. It seems as though when you are talking to the person - it is a friendly and confidential conversation. Then I found out everything I say is written down and it is shared with everyone from that agency (someone called me and actually repeated verbatim back what I had told someone!). I am not happy about that at all and will never take it as a "friendly" call again.
I don't find the colorful choices or the route 66 to be very helpful. I have done both. Perhaps something new for next year for low risk employees.
I don't know
i don't know
I don't know if this has any bearing but if the county would deny people in county hospitals who do not have insurance perhaps our rates would not continually go up costing the county more and more in medical costs. Three times I've been in the emergency for help and at no time has it taken less than four hours of my time because of minor treatments of individuals with usually "pain related medical needs." When you're in a cubical with two other patients, you see and hear what the medical staff does not hear. I'm kept waiting for help and I have insurance when I'm actually given medical attention, my procedure my only take 15 minutes time. Later the it will show fees of up to \$12,000.
I don't know.
I don't know.

I don't know. I don't feel that the initiative really improves the health of the County. Are people really following the recommendations? If so, I don't see improvements in my co worker's behaviors...
I don't like the 3 tiered approach. It feels exclusionary. Should people with no children really have to pay the same as people with children? That doesn't seem right.
I don't like the health survey we all take at the beginning of the year. Personally I just do it because I need to be covered at the gold level.
I don't really know how effective the coaching calls have been for me. They are never from the same person and on at least one occasion I felt as if the person were rushed and looking to mark my name off of a long list.
I feel the whole thing is useless and an intrusion on my relationship with my personal physician. I use the Weight Watchers at Work program and would have used it without the Healthy Initiatives. In fact, I understand the county refused to allow Weight Watchers to meet at the Exchange Building until after the start of Healthy Initiatives. If this is so, it delayed my starting by 2 years. I didn't want to have to go with raincoat and umbrella through the security at the old Federal Building and thus delayed starting Weight Watchers until it was available in our building.
I find the "coaching" calls very intrusive, although, I understand the intent. It would be nice to have other options for earning "gold", although I can't think of what that might be.
Also, it would be nice if departments received better coaching on implementing the "funding initiative", the decision on how to spend the money just caused controversy in our department.
I have had problems getting thought to my health coach...usually takes three or more times to actually contact him / her...
I just recently moved to TLT status and therefore recently obtained health care coverage. I have yet to utilize my coverage so I don't feel qualified to answer this question.
I really do not have an opinion.
I think everyone should do the Route 66/Colorful Choices. I think the phone calls are invasive and I had a lot of trouble getting a hold of someone to finish my qualifications. Everything they tell me are things I have already heard and I would get more out of the tracking of my foods or exercise. I also feel singled out at work when everyone is talking about the route66/colorful choices.
I think that the food or exercise logs are a waste of time for people who are already following a healthy routine. I suggest that people who score well on the yearly survey be released from keeping the logs. Moreover, the survey that had to be completed after I finished the Route 66 log was very biased. One question asked something like: Would you participate in such a program next year? The answer is not a simple yes or no. It depends on whether I'm required to do so in order to maintain my gold status. Also, I received confirmation on my status months after completing the log. When I called to inquire as to my status (after having trouble finding out who I was supposed to call), I was told that they couldn't find my record and that I had to call some independent person (the consultant who managed the Web site??) to sort it out! I finally called Harris again and was told that the record of my completion was in fact intact.
The Aetna needs to provide more detail on coverage. For example, I couldn't determine whether podiatry was covered.
The Aetna Web site should be enhanced to provide more detail on what is and is not covered. For example, I couldn't determine whether podiatry was covered.
I think the Gold, Silver, Bronze levels lead to people being dishonest on their assessments. Try and find another way to do this.

I understand the need to encourage King County workers to take better care of themselves. I pray for all you are doing to do that! I don't have a computer (don't want one) and when I'm done driving bus, I want to get home and be able to relax, exercise, pray through about my day and release all the day, eat well and sleep well. I don't know enough of what you're doing to suggest changes! Also talk to whoever can get bus driver's better breaks! I'm experienced in driving and hardly receive my breaks! I really feel badly for new drivers! For example, today I only had time for coffee, biscotti, small power bar, apple and no water! This was a day from 5:30am until 3:00pm.
I work at a location other than downtown. Those at the base are not able to participate in the Health Fair or Weight Watchers at work because of our location.
I wouldn't waste County funds on such a program. It is virtually useless.
I would like more clear information on availability of cost support for gym membership.
I would like to see the people behind the scene to see how healthy they are!!
I'd like to be able to incorporate my workout/ walk/bike ride into my work day. One hour for lunch isn't enough time to do it all and eat a good meal.
I'd like to see Jazzercise (or other aerobic class) offered at work.
If people's attitudes toward health and health care costs improved. (good luck with that one)
If possible, I would suggest that the Live Well Challenge be advertised more prominently.
If you do this your cost is the same, if not the cost will go up. That is not right.
If you have better incentives like days off or vacations etc. maybe once a year or every shake up. Force chiefs to be more involved.
If your goal is to reduce health care costs, there need to be consequences (additional charges) for individuals who are overweight or out of shape and don't show progress.
Impose larger penalties on obese employees that are ruining the driver's seats for the rest of us who are not overweight/obese.
Improve screening tool (ask what you ate last week etc)
Improve the wellness assessment questionnaire. It returns stupid responses to answers provided. If I say I use sunscreen all of the time, it tells me I should use sunscreen all of the time. It is very aggravating to interact with a questionnaire that is not well designed.
Incentive for staying healthy, perhaps paying employees more at retirement for their sick leave than the current 35%
Incentives for participation
Increase the availability of Gym discount to more than just a few participating locality so the entire family of other employees living in the greater King County Area can all be involved, thus increase the benefit to the entire family. Make it harder to cheat from falsifying the questionnaire answer to gain the basic health care level.
Instead of making people be evaluated every year. When you earn the gold seal. As an incentive, they should be rewarded by being evaluated every 2 years. After 2 straight gold evaluations, another year should be added. Up to 3 years. For some, this is a way of life.
It seems like we have to pay for wellness awareness with the medical insurance. Wouldn't that increase the premiums eventually in the future. I got the five minute call that cost a lot for just 15 minutes. The rest I spent 30 minutes on the computer.
It would be nice to see flu shots easily available at no charge to employees who are at most risk with public contact; especially with all the hype about the possibility of an influenza pandemic.
Keep building a culture of healthiness for all employees and their family.
Keep building and maintaining exercise facility and equipment. Updateing routinely, make it more accessible.
Healthier choices when it comes to food options in the King County Corrections Facility.
Keep it as is!
Keep it going year round.

keep reducing costs for employees
King county stole \$140 from me last year because the default option on spouse insurance was "covered by another plan". My spouse was not covered by other insurance and never has been. But because I didn't notice that there was a default marked, the county started charging me an "Access Fee". When notified of the error they said "tough, we won't refund any money". I never recieved any benefit but they won't refund what they took. Crooks!
Know and focus on the folks who need it most. Give them the help and resources./
Less disabled parking places at bus bases. Make people walk. A lot of people use them that do not need them. Most people that use them are well over weight and you give them parking places so they do not need to walk.
Less out of pocket expense
less reliance on self reporting Re: Health Status
Less rethoric and petty items such as bottled water as the \$25 dollar a year, use, every year.
Make certain that the information on foods and supplements is accurate before it is published in newsletters and internet. For example, new research indicates that products containing soy bean and soybean bi-products (such as soy flour, lecithin, msg, shoyu) may have a negative effect on health. For example, babies fed soy formula were found to have estrogen in their blood equal to five times the amount in one birth control pill.
Make everybody a gold status.
Make it real- the surveys and phone calls/logs are 'self-monitored' and no actual cost/savings figures have been shown, so all the propoganda is just 'pretend' right now. Show us the numbers or stop making us fill out forms. It would also help if information relayed in the newsletter was accurate (ie 'notification of level will be mailed 30 days after completion' was stated a few times and per Harris was false). Remember that many employees do not work downtown- we have no stairs, we are too remote for weight watchers, there are no trails or gym access...it seems like downtown folks get all of the perks. Also, it is insulting to single people to get letters that are mostly about spouse or domestic partners. If we can respect all lifestyles, then respect singles, too. For low risk- how about we just get 3 phone calls instead of 56 days of logging? Why burden the lowest risk people with the most follow up? And there had better be something other than route 66 and colorful choices next year! I've done them bot already and don't care to be bored with the logging again!
Make it truly voluntary. Do not do the Bronze/Silver/Gold to "charge" those who do not want to discuss their personal health care with unqualified non-medical personnel. Anyone who wants to participate in this type of program has many options, preferably on their own time. If they're comfortable using County time to do this instead of doing their job, they will find a way to fit it in anyway.
Make more gyms available.
Make the mandatory tasks meaningful for those of us with good physical activity and nutrition behavior
Making on-line events available in paper format. My computer does not have sound, so I am not able to listen to any live broadcasts.
Medical for retired persons
Mind your own business. My health is between me, my family and my doctor. Ron Simms is not my personal fitness trainer.
Modify the Route 66 program. It is so bad it is a disinsentive to make improvements! You Make improvement and it just moves your target rather then rewarding you progress. It is just a joke!
Mointoring the Air quality at the downtown seattle King County Jail at present the air quality is unhealthy and many Officer are getting sick because of the construction going on in the building. No one seem to care about us.
Monthly or quarterly statement showing (1) how much money the county has paid toward my health benefits and (2) how much money was actually charged against those benefits by doctors and for medication. I.e., how much does the county pay toward the benefits I receive, and how much do those benefits actually cost? This is invisible to us. We might be more likely to take advantage of 'prevention' activities if we perceive them as being 'already paid for.'

More access to info. Better and healthier foods. Available at worksites (vehicle maint)
More aggressive attention paid to employees with high risk behaviors, ie. overweight, smokers, poor health (excessive absences).
More balance for tasks required by participants to achieve gold. Participants with bad habits get 2 phone calls at home and health conscience participants need to keep daily journals of their activities or diet. That is skewed.
More counseling at the worksite.
More emphasis on physical exercise
more free gym access at the worksite
More fun motivating group activities.
More incentives for those folks who were working out and taking care of themselves prior to having to do all of these surveys and logs. Those who were already members of a gym got no discounts and a lot more paperwork for their troubles. Also there is no program for those folks who were fit and get hurt on the job to stay fit. When you ask for help there isn't any so when you get well you have to start all over again, where is the incentive in that!
More individualized health plan. The one generated from the web site doesn't come very close to recognizing my individual characteristics and outlining the best way to improve my wellness.
More information about and access to health screening for heart disease and stroke.
Easy on-site access for blood pressure monitoring.
More information about preventing specific problems like carpal tunnel, eye strain, back injuries, foot care, and how mental health affects the physical self.
More information and easier access to alternative treatments such as massage, etc. You can get massage for a bad back as an example but you have to get a written prescription plus then still go through a waiting period. It should be easier!
More information on health concerns received monthly
More information on particular disorders - having consultants w/ knowledge of specialized fields who work with us on our personal health profile for healthy incentives. The calling coaches don't really coach, but ask the same set of questions for everyone. Some are slightly more informed than others, but the personalized plans are pretty generic.
More of an incentive for people to actually work at getting healthier.
more on site classes, yoga, weight training, walking groups, more fun!!!!
More one-to-one personal contact, possibly some employees are trained in a program to be "health evangelists" to do outreach to other employees one-to-one.
More onsite gyms
MORE OPTIONS ON THE INDIVIDUALIZED HEALTH ACTION PLANS
More transit base exposure. I think the potlucks are a good idea. Maybe get some vendors to participate by sampling some 'healthy choices' dishes/foods. More vending machine options. In checking there is only one choice in the vending machine at Ryerson!?!
Most people because interested and motivated when an issue (health) suddenly affects them. Therefore, it would be extremely useful to have an online, on-demand resource that provides a type of step-by-step resolution. For instance, if a person feels that stress is becoming an issue they should be able to go online and receive step-by-step recommendations for handling the issue, i.e. beginning steps to take, next step to take, other resources (books, tapes, etc.) to use, the proper experts to consult and what King County benefits will cover during the process, etc.
My schedule is random. I really don't participate in anything sponsored by the county.
N/A
Newsletter in different languages or on the internet would make it more effective to ther people in the work place.
no comment

No fee for employees whose spouses have access to insurance, even if they do not participate in that insurance. I am being penalized and it is discrimination.
None
none at this time
Not qualified to answer.
Not sure
not sure but you need to keep a person wanting to reach their goals
Not sure. New employee.
Not violating medical privacy rights in order to control cost
nothing
nothing at this time
Nothing at this time.
nothing!
Offer the help that is requested by employees. I want to stop using chewing tobacco, I was provided a list of 50 reason I should stop, I knew them all and more. This was not helpful!
Offering more help so that smokers would be able to quit smoking and reduce the extra medical costs that we pay for smokers. Hold them accountable to quit smoking and quit wasting county time outside smoking all day long taking extra breaks.
On site gym
on site gyms/ exercise equipment
On-site exercise facilities.
On-site exercise programs
OUR SITE HAS A GYM THAT WAS DAMAGED IN FLOODING LAST DECEMBER. THE GYM HAS NOT BEEN REPAIRED. I HAD PARTICIPATED IN A WORKOUT PROGRAM THERE AND SINCE THE DEMISE OF THE SPACE, I HAVE HAD NO OPTIONS FOR REGULAR EXERCISE AND IT SHOWS! IF MANAGEMENT WAS TRULY SUPPORTIVE, IT SEEMS THAT MORE OF AN EFFORT WOULD BE MADE TO FIX THIS SPACE.
Overall it very good, just need more time to get into a routine that incorporates exercise
Pay 100% of our health care, get rid of the 3 step levels. People just tell them what we think they want to hear. Should reward when you don't use or low use.
Pay our gym memberships or underwrite them to at least 50%.
People are oftentimes irrational and self-destructive. Most people know what they should do to maintain a healthy lifestyle. I think what they don't or can't control are the self-destructive impulses that lead to an unhealthy lifestyle. Two programs that already exist that I think people don't take advantage of are EAP & Making Life Easier. Do more to promote those programs and make them easy to use and focus some more on the unhealthy choices that people make consciously and unconsciously.
Placed a focus for management to understand and key in on management's role in creating and maintaining stress levels at work. Fair distribution of workloads and support of employee efforts would go a long way to reducing stress.
Posters and tri folds perhaps? Something that is in your face that only takes a few minutes. Finding time in a busy day to do web pods etc. just isn't going to happen. We already get too many emails and voicemails.
Promote holistic/alternative healthcare (i.e. acupuncture, chiropractic care, naturopath, vitamin supplements, etc.).
Provide administrative assistance, for example a Buyer, for the purchasing of the items for the HWPI fund. This process is so complex and involved, for the Transit Division, that it has become more costly in terms of staff time than it is worth.
Provide all e-mail option for contact with health coaches. Why only one? There are several things that would really help, including making exercise information available for those of us that can't run

Provide discounts for all gyms not just some.
Provide each of us with our specific data on the comparison of our health care costs prior to and after participation in the Health Reform initiative. Also provide data on King County as a group whether participation in the program has decreased health care costs for King County.
Provide monthly health news updates and tips to employees via their work e-mail address (similar to other What's happening e-mails that employees receive either daily, weekly, or monmthly)
Provide more information about where the program is headed. Currently it is supposedly 'voluntary' yet highest out of pocket if not participating. Sort of like blackmailing people to join. No wonder there is a high participation rate. But, how will it change in the future????
Psychological assistance to overcome the inability to change unhealthy behaviors. :)
Push for more flexibility in work schedules. Working 8:30 to 4:30 like robots does not work for everyone and can be very inefficient and stressful for many reasons. The County needs to look outside the box and start allowing employees to flex hours, work from home, etc. so people can have less stress and more time to exercise, do their work when they are most productive, and not be so stressed and wasting hours of their lives driving in peak traffic hours.
Quit gearing this program to old farts who get a workout by walking up and down the stairs once a day. Provide useful diet information and workout programs that healthy younger people can actually use and care about that will provide results. Younger people dont care about old people issues such as lower back pain and prescription drugs and are not challenged by walking at lunch.
Ratings of healthcare providers, primary care and specialists. Ratings of hospitals and services. Ratings of quality and cost. Better information on benefit packages and services. Ease of understanding what is covered and what is not. Make it easy, stupid proof.
realise that many of us work off site from our work gps. That means while they get the healthy incentive \$ for us - we get no benifit of that \$ or how it is spent. We also do not get the benifit of WW on site or what ever and it is very frustrating.
Reduce the costs associated with Healthy Incentives use of contract services out. I believe those funds expended can be saved, thus the budget for this program can be reduced. Overall KC savings, dollars not needed.
Reduce the number of days/weeks that you need to complete the Individual Action Plan -- the Colorful Choices program was too long and drawn out!
Relieve/diminish the STRESSORS in the workplace. (workloads that require minimum of 10hr days; systems that add to the workload rather than complement it; inability to attend healthy incentive programs offered during working hours due to intense workload and high acuity; limited advocacy by supervisors for their staff; tense work site atmosphere, "them vs us" to enumerate a few)
I know that if the stressor is not removed, instability, dysfunction and finally immobilization occurs. (refer:Hans SELYE) in spite of the healthy actions people take in their lives.
Remove all the junk food vending machines from all King COunty buildings and facilities
Remove Gold, Silver & Bronze. Discriminates against those that don't work in the office all day or have a life outside of work that requires time application. Very expensive to monitor.
Remove it.
Remove required 'coaching calls' by untrained uninformed providers.
Rename the "Wellness" assessment. It's focused on modifying behaviors, habits, conditions, etc. that could result in more insurance claims. This is okay as far as it goes, but it isn't about wellness and it surely isn't (really) about employees: it's about a corporate bottom line. Call it by its proper name: "The Insurance Claim Reduction Assessment."
replace work space vending machines that have pop, cookies, candy bars and chips with healthy choices.

Rethinking what constitutes a person receiving gold, silver and bronze. Age is a factor in health and many healthy people received silver, because they are older and on cholesterol or blood pressure medicine. They should get gold, if their health is good otherwise. These type of age factors can't be changed, but people are penalized.
Right now those people who skew their answers to the low side only have to answer 3 phone calls. Those of us who are honest have to use the charts (about exercise or eating) which are annoying and not user friendly. In other words, those of us who live a healthy life have to do more paperwork. Seems unjust.
Schedule one on one time with each employee by a health practitioner annually.
Scrap the healthy incentives program. The whole system is full of "human errors" and "computer glitches" is easily manipulated and a huge waste of resources.
Show the progress that supervisors have made on the program. Ron Sims is a good example.
Show them how obese they really are. Awareness. Then Desire...life expectancy shorten, less time to enjoy life outside county work time. Do you wish to retire and not be able to enjoy retirement? Knowledge ...of what they are capable of doing such as small success. Actions and results...feed back. :
Get applicants for next seasons The Biggest Loser. Get one person on the show and have all other applicants do it locally to support our rep from the county. Pitch this idea to the producers.
Showing whether or not the behavior of King County employees is actually resulting in better health or reduced costs and different ways the \$25 per employees have been used.
Simplify/stream line the healthy incentives program; still alot of confusion about which level you acheived.
Since most people are motivated by money you can more closely tie healthy action with financial incentive, i.e. set a standard or neutral plane for diabetes then provide incentives for those who will exceed a minimum level of action. Let the individual choose their action from a list of suggestions and if the target sugar level is 100 then for those who get below that count there should be a 1% reduction in co-pay for every 10 points below that number. In other words make the action plan specific to the individuals risk areas.
Since my office works directly with the public. We are not able to attend all of the off site functions for Healthy incentives programs. There should be a a way that those of us that do not have a flex schedule, for us to attend these meetings and gatherings.
Since overeating and too little excercise are by far the greatest hindrance to a healthy life, a program that gives incentives to live this way would be more encouraging rather than using the threat of greater out of pocket expenses as a threat.
Some of us do not have and are not going to get a computer. Stop the single minded obsession on computer responses.
Staying with one RX provider.
STOP IT!
Stop penalizing the people who are already in good health and take care of themselves by making them participate in your required health options to meet gold status. Obviously, these people are already doing what works for them.
Stop preaching at us and begin a dialogue that is more peer to peer. You aren't my parents so stop acting like you are.W
Stop reducing our benefits. Stop increasing our out of pocket expenses. King County can afford to provide us with the best health care possible with the least cost to employees.
Stop wasting money on the gold/silver/bronze program. More and more people complain about how the program is ineffective and hurts employees. In one instance, an employee was having difficulties coping with the care of her parent and was out on FMLA and missed her 3rd coaching call and is at the bronze level. Others feel they are forced to lie regarding their health.

Supervisors who model healthy behavior such as bringing in healthy foods for potlucks, take the stairs, encourage walking or biking etc.. I think that staff often feel that messages around not eating at their desk, taking walks etc. are just lip service and that they need to emulate their supervisor who doesn't walk, eat well or otherwise model healthy behavior.
Support and provide workplace workout areas may require a specific # of employees stationed at the site to justify cost or size of facility and equipment provided.
That's tough. I'd say to offer the information rather than make it appear it is being crammed down your throat (no pun intended). Lay the information out and let those who want to participate do so. Of course, you'd still need to display the benefits of being in better health.
I have health ins through my spouse. Yet last year we took the assessment and I learned quite a bit. This year, they gave me the option to participate; I declined. Shouldn't EVERYONE be included in the program?? Or is it designed only to save the county money, as opposed to being designed to get ALL county employees more educated and more healthy?
The "coaches" that we talk to seem limited in their knowledge of alternative health care modalities when discussing health issues. Improving the knowledge base of the Harris Assoc. "coaches" would be beneficial in helping us achieve better health.
The coaching calls were kind of a waste of time for me, I would have preferred to do on-line management.
The county should pick up more health care costs for the employee.
The food/nutrition pyramid is out of date. Nutrition and health information seems terribly antiquated and inadequate.
The Healthy Incentives, (Gold,Silver,Bronze) Is a big joke! All you have to do is tell people what they want to hear and you are ok.
The King County Health Reform Initiative (Healthy Incentives + Wellness Programs) is headed in the right direction to improve personal health and control health care costs. I 1 with the latter part of this statement. KC can do very little to control health care costs. The biggest expense to me is prescription drug costs (in total, exclusive of copays) as only 2 of my 6 prescriptions are available in generics. Prescription drug cost is off the charts. The drug companies are usually in the top ten companies in earnings of all companies traded on the major stock exchanges. Only price controls at the federal level will curtail the drug manufacturers' gouging of the consumer. Without insurance my monthly drug bill would be in excess of \$2600 per month. When these companies are reigned in our costs will begin to become manageable again. I'll get off my soapbox now.
The score for action plan was incorrect and the scoring had to be corrected. Since this affects money some care in scoring seems important.
There should be incentives for people who lead a healthy lifestyle
Time and paperwork. I am averse to the phone counseling sessions at my home. It seems to take more time than I am will to give, and the information imparted to me is what I am already aware of. As to the paperwork, it may be minimal, but I spend my entire day doing paperwork, and any extra is not appreciated.
To expedite the process of giving reimbursement to the staff. In the current situation, it takes several months before we get the initiative expense for our team.
To get tif of it! If a person wants to lose weight or change his or her lifestyle let them choose when of if at all.
To have a 24 hour phone number to where people can call with questions.
To somehow change the action plans each year to allow for more growth as each individual works on becoming more healthy. I am specifically thinking of the Route 66 an Colorful choices. There should be a way for a person to challenge his/herself each year. Sorry - I have no specific suggestions.
Train the managers that do not feel that weight watchers is a waste of time.

Try not to have the same instruments year to year for earning Gold. The Colorful Choices and Route 66 get very boring and monotonous. Six weeks doing that survey is almost punitive when you consider that "at-risk" people only have to take two phone calls, period.
UNK
unknown
visual reminders
when conducting Bronze/Silver/Gold surveys, include the ability to explain why some things are the way they are: for example...Do you have loaded guns in your home? Do you ever drive over the speed limit? Explanations are related to occupation, ridiculous to not have a chance to explain but have to pay for it all year. Anyone can lie on the survey and it seems that without being able to explain oneself, the people who are honest are penalized. That's absurd!!!
When considering healthcare insurance providers make sure they focus on preventative services, offer lifestyle support changes and entertain alternative healthcare opportunities.
When your spouse gets bronze and you have gold, spouses rating of bronze should not affect the spouses rating of gold.
yes
You need to give clear and definitive information in \$\$\$ as to how much employees have saved in health care costs to the county as a result of participation in the program. How much have the counties costs been reduced due to employee participation?? What portion of that is being passed along to employees in lower costs coming out of my paycheck? I have seen no reductions, instead I am being charged \$35/month more to insure my spouse. The Wellness Assessment and action plans are an invasion of privacy. You need to be able to demonstrate how this saves the county health care costs and how is this savings being passed along to employees.

VERBATIM RESPONSES

What is the most important thing for the King County Health Reform Initiative to keep the same in order to build and maintain program quality?

keep trying
Stop pending money printing program notices to advertise itself and stop creating jobs for people to manage the advertising program.
\$25 health related activities program
?
1. Why bother if one partner refusing puts all in bronze, why not enforce kids. 2. Bulletins are OK, 3. But not worth cost current boodogle not effective and for 'good press' not true savings or result.
24 hour Nurse Phone Number.
24 hour nurses
Access to good doctors. The quality of care is diminishing as more and more doctors refuse to take our insurance.
Access to information outside the workplace is limited to requiring computer use.
Allowing all members to feel they are in control of their lives rather than making them feel obligated to do what the program insists. ie. "eat this" or "do this". Most of us know what to do to be healthy.
An honest desire to reduce costs.
Annual assessments. Is there a way to reduce costs of annual bloodwork? Blood samples provide more accurate benchmarks of healthy lifestyle.
Basic idea of logging progress every day is good.
Be able to pick the individual plan best for yourself,.
Be less invasive. As most people are already doing the right things, healthwise, they will continue with or without the help of King County. And those who are not, are only lying to make the proper level of health coverage.
Both wellness assessment and action plan should be combined. The two step process is combursome. It may sometime be confusing, "like I have filled out extensive assessment and why the need to separate it from action plan. It will help to put everything in perspective at the same time so when I assess then I have action plan to follow immediately.
Broad range of treatment options covered.
Bronze, silver, God, Health Matters Newsletter
bronze, silver, gold choices.
bronze-gold program
Build a bridge from one year to the next in Health Reform Initiatives by employees.
Chose our health care provider
Coaching calls - well done and with the correct level of advice. (without judgement) reasonable and believable.
Communication is Key!
Compared to the prior year, this years phone coaches have been a great improvement! It has made a difference for how my husband is paying attention to his health.
Continue incentives - discounted gym memberships, access to Weight Watchers or other weight management programs, walk at work, etc.
Continue providing incentives, funds, and programs for employees to have greater access to fitness, healthy eating, health information, etc.
Continue stressing fitness and water and proper fund intake
Continue the annual Wellness Assessment and Action Plans with gold, silver, bronze levels. Focus on weight, waist measurement and body mass index.

Continue the emphasis on living a healthy life style. Continuing evolution and incentives to eat healthy, exercise more and stop smoking. Also reduce alcohol and drug consumption.
Continue the Healthy Workplace Funding and make it easier to receive them. We always hear that the budget is tight.
continue to be genuinely interested in my overall health, not to save money, but so I'm a better employee
Continue to encourage employees to maintain a healthier life style and etc.
continue to look at new approaches to make the work place less stress. Finding ways to help employees become more focused on work by offering assistance in other areas of their life such as childcare, learning a new skill, etc. Continue taking a more holistic approach knowing that a sound body and sound mind is what makes a healthy person.
Continue to support the cultural changes to integrate healthy living into work activities and the work day.
Continued communications to the employee body.
Continuity
Continuous communication
Coverage for the employee & family
Daily log-in on route GG or in rating program
Discount on gym membership.
Don't give healthcare for free to people who don't work.
Don't know
Don't penalize the people who are already healthy and take care of themselves.
Effective Communication and participation incentives.
Email notifications!
Emails to employees and newsletters are good.
Emphasize walking more.
Employee input.
Encourage exercise to be built into people's lifestyles; educate about nutrition (obesity is a sign of malnutrition).
Encouragement and keeping health issues on the front page. The awareness of health issues helps keep ones mind focused on healthy issues.
Encouraging employees to be a part of their health and life decisions through the medal incentive program (Bronze, Silver, and Gold)
Enthusiasm, motivation, etc.
Excellent "publicity" and covering a sizable amount of information through multiple media. Keep up the great work!
Exercise workout room, health checks, blood pressure, etc.
Flexibility and attention to individual choice.
Flow of information
FOCUS ON THE OVERALL BENEFITS TO STAYING ACTIVE AND HEALTHY
For myself, the reduced cost for gym membership is a huge help. Going to the gym regularly is the best way for me to stay healthy. I can now afford to go to a gym (All Star Fitness) that provides a wide variety of quality options to stay active and physically fit (classes, workout equipment, swimming pool). I enjoy it and have increased my physical fitness. I really appreciate the discount.
Freedom of choices, for individual employees.
Fresh fruit deliveries to locations.
Get management up to the level of support.
gold silver bronze program
Good counselors
Good job on info and persistence.
gym didcount

Gym discounts and workplace gyms
Handy tips, up-to-date information about disease control and prevention, reinforcement of healthy habits (e.g. working out).
Health Plan Standards.
Healthy Incentives (Gold, Silver, Bronze)
Healthy incentives program
Help employees understand that even a small improvement is an improvement.
how about more incentives...like reduced massage costs;
I am not sure if my work site has a "quality" program. n/a
I can only say that the best thing for me personally was offering exercise/yoga/tai-chi classes that co-workers were attending as well - I felt it was OK to go and DID go. If that could be expanded past 6 weeks it would be great.
I don't know
i don't know
I don't know.
I don't know.
I have no idea!!
I just recently moved to TLT status and therefore recently obtained health care coverage. I have yet to utilize my coverage so I don't feel qualified to answer this question.
I like the information I get in the newsletter. I post them at work near the watercooler so people to read them.
I like the posters, allowing employee teams to choose how to spend their incentive money and overall upbeat health promotion messages. I think a culture of self care and health promotion needs to continue to be built until people truly feel that to be "good" employees they need to practice healthy behaviors.
I like the posters. If I have time to stand and read I appreciate the information.
I really don't know and I don't care. I have been observant about my health long before this initiative came on the scene. The whole business is just another hoop that I have to jump through to get health insurance-which I DO use wisely.
I really enjoy the Live Well challenge. It is everyone working together voluntarily as a team. I get way more out of this then the healthy incentives.
I really liked the monitored health support to achieve reduced levels of health care costs.
I sincerely appreciate the Health Matters newsletter. Also, the Healthy Incentives Program led me to lose 30 pounds and walk 10,000 steps per day minimum.
I think holding people accountable is good. Someone could easily cheat the system if they wanted to. I think it's important that people become knowledgeable about their own health so that they can take control over certain things that affect it.
I think that is just another way of distorting value of having medical coverage. We are all an adult and doesn't need to be treated this way. I think it's just another way of not getting full benefit but just nickel and dime to get the discount from the company and insurance. And for them to turn down of your benefits.
I think the filling out of activity logs and the follow ups of coaches work great for a person to keep to their goals.
I think it is a good thing. However, I have always maintained my health and it takes effort. The extra work I have to put it with this initiative irritates me, because I am too busy doing it. It is good for those who don'though.
I work for you that is it my health is my own not yours to tell me how to live my life.
Identify ways to get more people involved. From my observation, involvement is spotty. Leaders should be more visible in promoting health and support the activities.

<p>If I'm offended by something, I'm not going to want to participate. I am offended by this program. I spend my extra time in a day, doing things that benefit my life and health....because I choose to, not because some program says I should, or pay more. I do something physical everyday because I have a high-stress job and it's the best way that I've learned to reduce my stress and be healthy. I'm offended to think that the only way I can get better costs is to jump through hoops with a phone-coach or individual plan when my entire life has been spent maintaining my physical and emotional health. Because I'm offended and don't participate with the hoops to the extent that this program requires, I'm penalized. Absurd and offensive. this program needs to find another/better way to access people's health.</p>
<p>If we do the programs make cost go down, co-pays ect..</p>
<p>In mail update (Health Matters) on resources, updates, news, et al.</p>
<p>In my opinion, there is nothing in this initiative that is worth maintaining. The assumption that people will improve their health habits based on whether they have to pay more is not only ridiculous but it is wrong. Not to mention, that due to privacy laws, King County cannot (and should not) check the truthfulness of the responses given to your invasive questionnaires and night-time phone-call "check-ins". The employees I have talked to are simply lying in response to your questions in order to get the lower fees on their much needed health care. This necessary health care WAS a huge benefit that came with employment in King County and IT WAS much appreciated in light of the health care benefits elsewhere (the private sector for example). This program, while may prove to someone, somewhere, that King County is "progressive" in it's attempt to keep health care costs down - with all due respect, this progrm is a huge waste of much needed money and is truly an invasion of an employees privacy. Forcing people to participate in order to pay less is just wrong! Where on earth do you draw the line? If you must, put the money into researching the real reasons behind the high cost of health care in this county and the country in general? This kind of invasive "band-aid" will do nothing more than give the county points for "doing something about the problem". At least do something that doesn't trample all over the employees rights to the benefits that were promised with their employment. You simply cannot force people to change their life-time healthcare habits with this kind of program and any data that comes out with positive results is very highly suspect. I wonder what the real reason is behind this initiative? I find it hard to believe that the County thinks this type of program is really going to help -except, of course, to the county coffers. I can see law suits down the road somewhere . . .</p>
<p>Thank you.</p>
<p>incentives for acheiving gold</p>
<p>Incentives money for each work place to encourage staffs to get up and move.</p>
<p>Incentives without levels or pointization.</p>
<p>Inexpensive health insurance.</p>
<p>Workplace \$25 per employee</p>
<p>Information & time</p>
<p>Interest</p>
<p>Invest all the money you spent on involving a third party, for the healthy incentives and actually invest that money in your employees and our health care benefits.</p>
<p>It is a good reminder that we are in control of our health. And we should strive to improve ourselves, not just for the county's fiscal benefit, but for our overall health benefit.</p>
<p>It must be credible. There have been several people I've talked to who are considered obese by the survey standards. I can tell you they are NOT obese. Those standards are unrealistic or at least inflexible.</p>
<p>Just because the FDA endorses limited use of soy to reduce cholesterol doesn't mean it is good for everyone. Soy can interfere with thyroid function in a number of different ways. One of which effects the enzymes that are necessary for the body to absorb protein in the digestive system. Soy production and consumption are increasing worldwide. Keep the nice people at healthy incentives.</p>
<p>Just keep at it and keep asking for opinions.</p>
<p>keep communictions open at all times</p>
<p>Keep distributing "Health Matters".</p>

Keep doing the same as last year. It seems to be working and has motivated alot of employee's to eat healthier and exercise more.
Keep emphasizing diet and exercise for those who obviously don't already get it.
Keep employees encouraged to stay active at work without having to feel pressed by time (trying to eat and take a walk in a 30 minute lunch period for example).
Keep encouraging up to track our health indicators (cholesterol, blood sugar, weight, etc.) and support for exercise programs, Weight Watchers at Work programs, etc.
Keep gold, silver and bronze levels
Keep hammering the message on people. Sooner or later they will get the message.
keep insurance premiums down
Keep it as is! I was out for 2007 on a medical condition. So I didn't get to participate in health incentives program. In 2006 I did and I seem to work well for me!
Keep it going as is. I see it working for some people and if some people are benefitting that is better than none. This survey is a good step, but also go out and TALK to people in the various work groups. Find the success stories and ask them what about the program motivated and worked for them and share it with all of us.
Keep people up to date on changes in health treatments. ie. diabetes, obesity, high blood pressure, etc. give the employee a good place to exercise and good incentives.
Keep stressing diet and exercise by providing good recipes and different types of work out information.
Keep talking about it and reporting results.
Keep the 3 levels of health care options.
Keep the bar low. It is extremely easy to qualify for Gold level.
Keep the high level of insurance benefits available to employees.
Keep the Live Well Challenge going. It has been a wonderful asset to the healthy changes of the employees that participate.
Keep the message simple. Outline responsibilities and due dates.
Keep the news letter mailing to the homes.
Keep the phone calls coming from the advisors.
Keep the program going on, it's a good initiative program.
Keep the tier program.
Keep the way things have been done
Keep the wellness program side of it.
Keep the word out. Lots of attention and communication about the program help show that it is not a passing fad and its not too late to get on board.
Keep working on it and don't abandon it entirely.
King County Health Matter newsletter, the variety and small sidebar health reminders.
Let the jail workers walk. How about Weight Watchers at the jail.
Link with other programs who are doing education well locally and dump the national consultant.
Live Well Challenge
Live Well challenge
mail-in pharmacy works great and is easy to update on-line. But, express scripts is far more limited in it's coverage and can be frustrating to deal w/ in regards to accounts and eligibility.
Maintain an upbeat encouraging approach and not a must do or else approach. Supervisors lead by example and promote noon walks and similar activities.
MAINTAIN CONSISTENCY IN FOLLOWING THROUGH WITH INCENTIVES.
Making people eran their rating every year (gold, silver, bronze)

Many worksites do not have access to things like secure parking for bikes, a place to change clothes or shower, activities at work that are available for a variety of work schedules. Those would be helpful for me personally
More eating education, how to choose, how to maintain.
More information on how this is supposed to save the county money. It is difficult to believe that hiring a private company for health coaches is cheaper now than health coverage before. And if it is cheap, then I guess you get what you pay for. Not at all impressed with the coaching calls. Seem too scripted and not interested in personal information. Lame.
More offset against gym fees. The program is fine but it has too much focus. I do the exercise plan already, I don't think more is needed. There are people at my workplace who should be targeted for further encouragement, rather than a blanket program.
N/A
Newsletter and email messages.
Newsletter is informative. I can read on my own time.
no comment
No idea yet
Not qualified to answer.
Not sure. new employee
nothing
Nothing at all.
Nothing at this time.
On site workout equipment
Ongoing communication with employees is important. Receiving information(via e-mail; Health Matters newsletter; Focus on Employees Web site)about important dates/deadlines and new aspects to the initiative is very helpful/useful.
Online accessibility.
Out of pocket incentives
Participation is great, results should be expected for max \$ savings.
Pay more attention to the risk factors that don't fit easily into physical activity and nutrition.
People are going to get frustrated and start lying on the forms. How are you going to keep the momentum going?
phone coaching calls
Please keep this open line of communications for the voiceless Officers at the King County Jail.
positive reinforcement, gold vs. silver, that's good. Give us more classes.
Precor stationary exercycle NOT Lifecycle. You guys sold as surplus the only ones we had cause some bureaucrat wanted to buy them!
Prescription drug problem.
Programs you can work on your own health. Ex. fitness rooms, programs
Provide gym discounts, water at work, and public education posters about portion sizes, taking the stairs, etc.
Provide tangible resources (like workshops, seminars, onsite gyms and equipment) for people to use VOLUNTARILY.
Providing money for exercise programs and gym discounts.
Quality of coverage -
QUIT NOW!
Recognizing and keeping health insurance separate from health care.
Requiring the yearly individual action plan.

Respect the privacy and rights of choice of its employees.
It seems like we are being herded like sheep instead of honored like the individuals , to make small changes that we can. It is more abt the masses instead of what abt the individuals. Those of us out stationed, w/ limited access to kc services and work site icentives, benefit fairs- when we work in so. county do us little good.
The county does little to think abt job sharing- or part-time work as a mj way to manage stress. Which goes a long way to maintaing healthy lifestyle.
Same as above to get the employees to REALLY buy into the program.
See above
Selection of Health Care Provider
Start looking at where the dollars are being spent: poster, mailings, postage, etc. Decide actual utilization vs actual benefits saved in costs. I like the 25.00 per employee to fund the extra programs: voga, gym equip, pedometers, exercise balls and etc that are actually used. I do not know the participation in Weight watchers and etc, but if people are coming then continue. I do know that the people on my floor have visably lost weight and are very active now. Only a few are not and they already had medical issues effecting them.
I did not really gain any effectiveness from the phone calls at home from Healthy Incentives this year. Any improvement for me is an "on own" using gym and yoga at work.
Others here use the veg pick up. Active participation.
Support information access and support groups. i.e. Weight watchers, Healty incentives e-mails and other porgrams.
The \$25 initiative
The 25.00 for each employee for each office is good.
We get to use that money to help us eat healthier at work.
Wonderful program.
The ability to keep our healthcare costs low by making healthy choices. The positive incentive concept is great if you can work out the quality issues with Healthy Incentives. I also appreciate the culture of healthy choices that is permeating the workplace now. Keep it up!
The amount of exposure you give the program. It's important to keep this health reform initiative visible so that people will think about it on a daily basis (healthy choices) and not just once in a while.
The amount of information provided to employees to help them make healthy choices.
The basics, eating better, exercise, prevention!!
The health counselors/coach are doing a great job in making follow-up calls. Please continue that way to keep up the motivation for the staff. Keep up the good work.
The healthy incentives questionnaire and requirements.
The magazines, the encouraging phone calls and for these with computers all the way they can learn better ways to relieve stress, exercise, eat right and sleep better!
The newsletter
The Newsletter that I receive at home is very helpful.
I like the Living Well Challenge. I have participated twice now.
The newsletter.
The newsletters sent home. and the health coaches.
the phone conversations and programs for people with low, medium, high risk
The rewards for the gold seal.

The success stories you publish may help those who haven't got on the bandwagon decide that they too can succeed.
The understanding the the Healthy Incentive people who call employees and spouses are NOT doctors, my medical professionals have more credance to me than any of the coaches. The coaches are a nuisance basically.
The web site Focus on the Employee.
the wellness assessment and qualifying insurance levels.
The Wellness Program efforts are good.
The work place gym is great to have.
There isn't anything good to keep just keep trying to lower my health cost.
This is a poorly worded question. The Thing to keep is efforts to creat a health culture. Encouraging people to exercise through incentive got me into an exercise program. The economic incentive make sense and having management set a good example by loosing weight, exercising,and discouraging unhealthy snacks at meeting also help.
this isn't to maintain program quality, per se, but what i want to stay the same is KC pays for my benefits. Just because most folks take (and 4 "earn" gold) the assessment, does not necessarily mean health costs will decrease for KC.
Time management - Allowing the time to take the walk and making it a daily routine
to continue to promote a healthy lifestyle for employees aand families
To improve quality of analysis, include all costs both in participants and not participants. else you are just comparing those interested in health topics with those not interested and aren't really looking at results of the program.
unk
vending machines w/healthy snacks; \$25/employee
We insured people pay for others. The county needs to have clinics to handle these people instead of our insurance paying for them. This would keep medical costs down for county employees. Where I can see a difference in some individuals who have become more conscious about their health as a result of the awareness program. I also see of a lot of dollars wasted because of the implementation of this program. I do not believe the cost of the program justifies the expense and would rather see those monies applied directly to reducing the costs to each of us.
Weight Watchers at work has been highly effective.
Weight watchers at work. Seems like it works for those that attend.
Wellness assessment.
Emphasizing knowing your numbers on weight, chloresteroI, blood pressure
Wellsness Assessments
Worksite gym (i.e. gym at King Street Center) and employee water coolers.
yes
You would have to demonstrate that you have a quality program before you could maintain it.